

State Performance Outcomes and County Performance Outcomes Report

August 2012



**County of Los Angeles
Department of Mental Health
Program Support Bureau
Quality Improvement Division**

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TABLE OF CONTENTS

PART 1: ANNUAL STATE PERFORMANCE OUTCOMES, SUMMARY REPORT FOR THE SURVEY PERIOD OF AUGUST 20, 2013 – AUGUST 24, 2013 – CLINIC SURVEYS

Background.....	1
Description Of The State Performance Outcome Instruments	1
Methodology	2
Electronic Availability Of Data	2
Surveys Received	4
Surveys Completed.....	4
Surveys Received And Completed By Language And Ethnicity.....	7
Overall Satisfaction and Perception of Care Subscale Domains.....	15
Medication And Medi-Cal Insurance - YSS-F & YSS.....	23

PART II: ANNUAL COUNTY PERFORMANCE OUTCOMES

Background.....	30
Data Analysis For County Performance Outcome Measures.....	32

TABLES AND FIGURES

PART I

Tables

Table 1.1: Surveys Received by Age Group.....	4
Table 1.2: “Was Written Information Available to You in the Language You Prefer?” by Age Group..	7
Table 1.3 “Was Written Information Available To You in the Language You Prefer?” by Service Area For All Age Groups	8
Table 1.4 “Was Written Information Available to You in the Language You Prefer?” YSS-F & YSS....	9
Table 1.5 “Was Written Information Available to You in the Language You Prefer?” Adults & Older Adults.....	10
Table 1.6: YSS- F Surveys Received by Service Area and Race/Ethnicity	11
Table 1.7: YSS Surveys Received by Service Area and Race/Ethnicity	12
Table 1.8: Adult Surveys Received by Service Area and Race/Ethnicity	13
Table 1.9: Older Adult Surveys Received by Service Area and Race/Ethnicity.....	14
Table 1.10: Subscale Reliability by Age Group.....	15
Table 1.11: Item Measurement for Subscales by Age Group.....	15
Table 1.12: Mean and Standard Deviation for Overall Satisfaction and All Subscale	

Domains for YSS-F and YSS.....	16
Table 1.13: Mean and Standard Deviation for Overall Satisfaction and All Subscale Domains for Adult and Older Adult.....	16
Table 1.14: YSS-F – Subscale Differences between Service Areas	17
Table 1.15: YSS – Subscale Differences between Service Areas.....	18
Table 1.16: Adults - Subscale Differences between Service Areas.....	18
Table 1.17: Older Adult – Subscale Differences between Service Areas	19
Table 1.18: Adult - Subscale Means May 2009 - August 2012	21
Table 1.19: Older Adult- Subscale Means May 2009 - August 2012.....	21
Table 1.20: YSS - Subscale Means May 2009 - August 2012	22
Table 1.21: YSS-F - Subscale Means May 2009 - August 2012	22
Table 1.22: YSS-F- In the Last Year, Did Your Child See A Medical Doctor or Nurse for A Health Check-Up or Because He/She Was Sick?.....	23
Table 1.23: YSS-F- Is Your Child on Medication for Emotional / Behavioral Problems?	24
Table 1.24: YSS-F - Did the Doctor or Nurse Tell You and/or Your Child of Medication Side Effects to Watch for?	24
Table 1.25: YSS-F - Does Your Child Have Medi-Cal (Medicaid) Insurance?.....	25
Table 1.26: YSS - In The Last Year, Did You See a Medical Doctor or Nurse For A Health Check-Up or Because You Were Sick?	26
Table 1.27: YSS - Are You on Medication for Emotional/Behavioral Problems?	27
Table 1.28: YSS - Did The Doctor or Nurse Tell You What Medication Side Effects to Watch For?	27
Table 1.29: YSS - Do You Have Medi-Cal (Medicaid) Insurance?.....	28
Figures	
Figure 1.1: Response Rate for Surveys Received by Age Group	5
Figure 1.2: Surveys Received by Service Area and Age Group.....	6
Figure 1.3: Surveys Completed by Language and Age group.....	7

TABLES AND FIGURES

PART II

Tables

Table 2.1: Average Percent Strongly Agree or Agree With County Performance Outcomes YSS-F & YSS	32
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Table 2.2: Average Percent Strongly Agree or Agree With County Performance Outcomes

Adult & Older Adult	33
Table 2.3: Comparison of County Performance Outcome Measures Among the YSS-F, YSS, Adult & Older Adult.....	34
Table 2.4: Comparison of County Performance Outcome Measures in the YSS-F & YSS.....	35
Table 2.5: Comparison of County Performance Outcome Measures in the Adult & Older Adult	35
Table 2.6: Rankorder of County Outcome MEASURES – August 2012.....	36

Figures

Figure 2.1: YSS – F: Q1 “I Felt My Child Had Someone to Talk to When He/She Was Troubled”	37
Figure 2.2: YSS – F: Q2 “Location Was Convenient For Us”	37
Figure 2.3: YSS – F: Q3 “Services Were Available At Times that Were Convenient For Us”	38
Figure 2.4: YSS – F: Q4 “Staff Were Sensitive to Our Cultural/Ethnic Background”	38
Figure 2.5: YSS – F: Q5 “My Child Gets Along Better With Family Members”	39
Figure 2.6: YSS – F: Q6 “My Child is Doing Better in School And/or Work”	39
Figure 2.7: YSS – F: Q7 “In A Crisis I Would Have the Support I Need From Family and Friends” ...	40
Figure 2.8: YSS: Q1 “I Felt My Child Had Someone to Talk to When He/She Was Troubled”	40
Figure 2.9: YSS : Q2 “Location of Services Was Convenient For Me”	41
Figure 2.10: YSS: Q3 “Services Were Available At Times that Were Convenient For Me”	41
Figure 2.11: YSS: Q4 “Staff Were Sensitive to Our Cultural/Ethnic Background”	42
Figure 2.12: YSS: Q5 “I Get Along Better With Family Members”	42
Figure 2.13: YSS: Q6 “I am Doing Better in School And/or Work”	43
Figure 2.14: YSS: Q7 “In A Crisis I Would Have the Support I Need From Family and Friends”	43
Figure 2.15: Adult : Q1 “Location of Services Was Convenient For Me”	44
Figure 2.16: Adult: Q2 “Staff Were Willing to See Me As Often As I Felt Necessary”	44
Figure 2.17: Adult: Q3 “Services Were Available At Times that Were Good For Me”	45
Figure 2.18: Adult: Q4 “Staff Were Sensitive to Our Cultural/Ethnic Background”	45
Figure 2.19: Adult: Q5 “I Deal More Effectively With My Daily Problems”	46
Figure 2.20: Adult: Q6 “I Do Better in School And/or Work”	46
Figure 2.21: Adult: Q7 “My Symptoms Are Not Bothering Me As Much”	47
Figure 2.22: Older Adult : Q1 “ Location of Services Was Convenient For Me”	47
Figure 2.23: Older Adult: Q2 “Staff Were Wiling to See Me As Often As I Felt Necessary”	48
Figure 2.24: Older Adult: Q3 “Services Were Available At Times that Were Convenient For Me”	48
Figure 2.25: Older Adult: Q4 “Staff Were Sensitive to My Cultural/Ethnic Background”	49
Figure 2.26: Older Adult: Q5 “I Deal More Effectively With My Daily Problems”	49

Figure 2.27: Older Adult: Q6 “I Do Better in School And/or Work”	50
Figure 2.28: Older Adult: Q7 “My Symptoms Are Not Bothering Me As Much”	50

**ANNUAL STATE PERFORMANCE OUTCOMES
SUMMARY REPORT
FOR THE SURVEY PERIOD OF
AUGUST 20, 2012 – AUGUST 24, 2012**

PART 1 – CLINIC SURVEYS

BACKGROUND

In compliance with the mandated State Performance Outcomes System, Part I summarizes the results of the four consumer/family satisfaction surveys administered in Clinic Outpatient and Day Treatment Programs in the eight Service Areas of the LAC-DMH from August 20, 2012 to August 24, 2012. The surveys were administered to consumers/families who received face-to-face mental health care services in Clinic Outpatient and Day Treatment Programs during the survey period. The four surveys are:

1. Mental Health Statistics Improvement Program (MHSIP) Survey – Adult (Ages 18 – 59 Years)
2. MHSIP Older Adult (Ages 60 Years +)
3. Youth Services Survey (YSS) (Ages 13 – 17 years) and
4. Youth Services Survey – Family (YSS-F) (Family Members of Consumers Ages 0 – 17 years)

Part I summarizes the results for each of the four surveys by Overall Satisfaction mean and subscale mean for each Service Area. A higher mean score indicates a better consumer perception of care for that subscale domain. Significance testing for Service Area and demographic differences was conducted and is reported below.

DESCRIPTION OF THE STATE PERFORMANCE OUTCOME INSTRUMENTS

The MHSIP Surveys used in the State of California are public domain instruments developed by a Task Force of the MHSIP Advisory Committee of the Federal Substance Abuse & Mental Health Services Administration (SAMHSA) and the Center for Mental Health Services (CMHS). The Task Force included mental health consumers, family members, researchers, providers, and representatives of Federal, State, and local mental health agencies. The MHSIP survey is designed to measure Overall Satisfaction and has five (5) Subscales: Perception of General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Outcomes, and Perception of Participation in Treatment Planning. The YSS and YSS-F are designed to measure Overall Satisfaction and have five (5) Subscales: Perception of Satisfaction with Services, Perception of Access, Perception of Cultural Sensitivity, Perception of Outcomes, and Perception of Participation in Treatment Planning. Additionally, on February 9, 2007, the CDMH issued changes to the surveys as released by SAMHSA for incorporation into the instruments (MHSIP Adult, MHSIP Older Adult, YSS, and YSS-F) with a new Functioning Subscale and a new Social Connectedness Subscale.

1. The MHSIP Adult survey is used for adults age 18 to 59 years;
2. The MHSIP Older Adult is used for adults age 60 years and above;
3. The Child/Youth version (YSS) is used for children ages 13 to 17 years;
4. The Child/Family (YSS-F) is used by family of children who are 0-17 years.

METHODOLOGY

For the August 2012 survey period a stratified cluster random sample of Short Doyle/Medi-Cal outpatient clinics was selected. Outpatient clinics were randomly selected within each Service Area and organization type (Directly operated clinics versus contracted clinics) by age group (Youth versus Adults) to ensure adequate representation from each provider type and age group. Nearly one third of outpatient clinics were selected in the random sample to yield a statistically reliable sample size of at least 7,000 surveys.

Surveys were printed and distributed to providers for data collection during the survey period. The surveys were also made available online on the PSB-QI website as pdf fillable forms for providers to download and distribute to consumers during the survey period. Approximately two weeks before the survey period a survey training was conducted in each Service Area by the QID SA Liaisons to provide instructions for data collection. These instructions were also made available on the PSB-QI website for providers who could not attend the training. The survey trainings were very well attended by the providers.

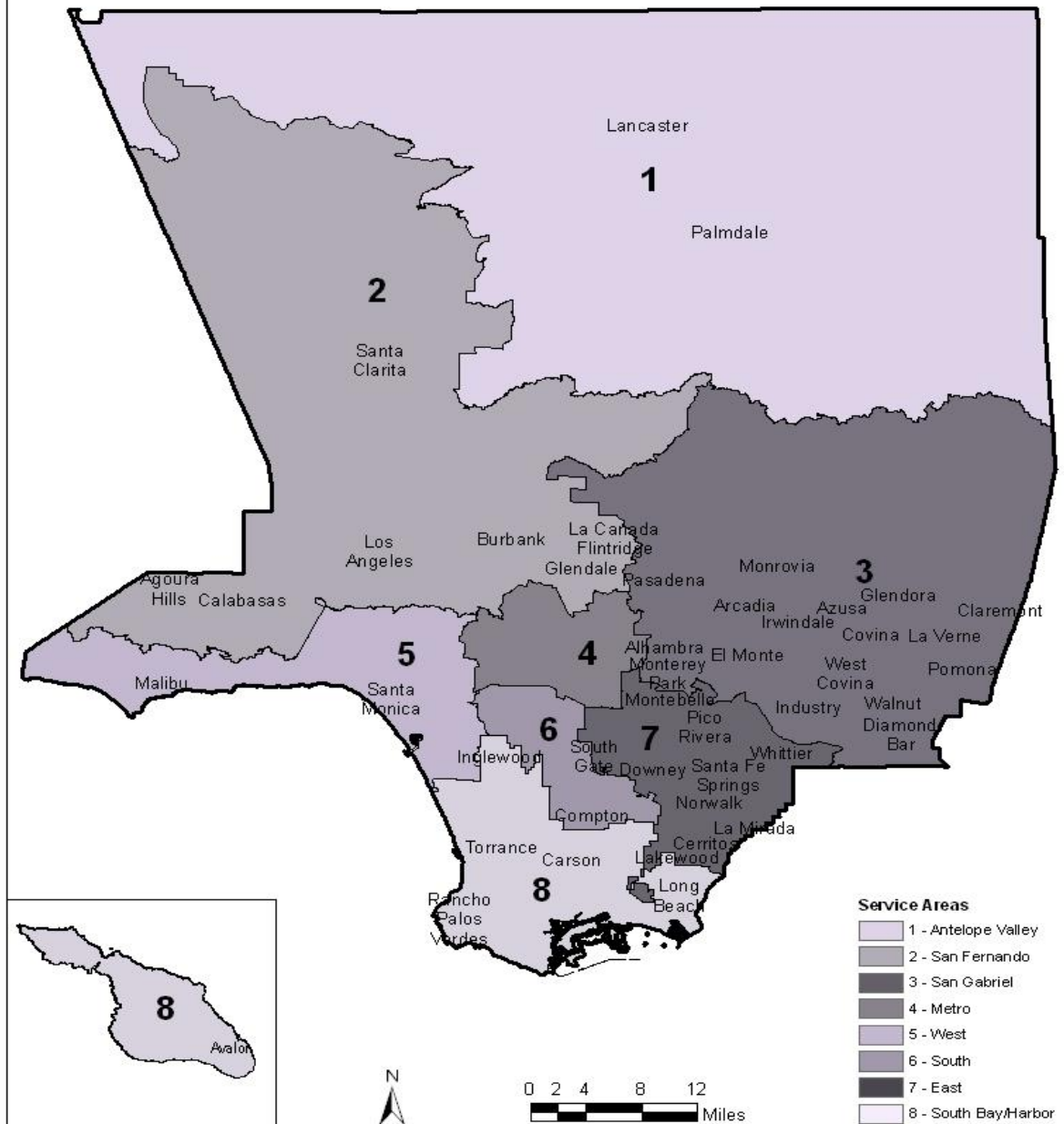
Although no provider was excluded from collecting survey data, only the randomly selected providers were required to collect survey data. Nearly all the randomly selected providers participated in data collection and approximately 23% of consumers in these clinics during the survey period returned a survey.

Tests were conducted to evaluate any statistically significant difference in demographic characteristics of consumers from randomly selected providers who participated in the survey data collection and consumers from providers who were not selected. There were no such significant differences between the two groups. As a result the survey data analyzed in the current report can be interpreted as representative of consumers served in Short Doyle/Medi-Cal clinics during the survey period.

ELECTRONIC AVAILABILITY OF DATA

Survey data by Legal Entity and Provider Numbers has been made available in the Electronic File Transfer (EFT) folder to each SA-QIC Chair and Co-Chair for distribution to agencies. Prior to distribution, all identifying information of survey participants was removed to keep the information confidential. This report is also available online at <http://psbqi.dmh.lacounty.gov/qi.htm>

Service Areas Department of Mental Health



SURVEYS RECEIVED

TABLE 1.1: SURVEYS BY AGE GROUP

Age Group	Total Surveys Received		Percent of Surveys Received & Completed		Surveys Completed Percent
	count	percent	count	percent	
Adults	3,973	38.0%	3,407	85.8%	37.9%
Older Adults	426	4.1%	311	73.0%	3.5%
YSS-F	4,028	38.5%	3,479	86.4%	38.7%
YSS	2,025	19.4%	1,799	88.8%	20.0%
Total	10,452	100.0%	8,996	86.1%	100.0%

Table 1.1 shows that a total of 10,452 surveys were received for all age groups that received face-to-face mental health services in LAC-DMH funded Clinic Outpatient and Day Treatment Programs during the survey period of August 20, 2012 to August 24, 2012. The highest percent of surveys received was 38.5% from YSS-F, or family members of children who are 0 to 17 years, for a total of 4,028 surveys. The lowest percent of surveys was approximately 4.1% from Older Adults with a total of 426 surveys. Nearly 38.0% of the surveys or 3,973 were from Adults between the ages 18 to 59 years. Another 19.4% of the surveys or 2,025 were from Youth (YSS) between the ages of 13 to 17 years.

SURVEYS COMPLETED

Table 1.1 also shows that of the total of 10,452 surveys received, 8,996 (86.1%) were actually completed for all age groups that were seen by mental health service providers in LAC-DMH funded Clinic Outpatient and Day Treatment Programs during the survey period of August 20, 2012 to August 24, 2012. These surveys will be analyzed in the present report. Among these completed surveys, the highest percent was 38.7% from YSS-F for a total of 3,479 surveys. The lowest percent of completed surveys was approximately 3.5% from Older Adults or a total of 311 surveys. Nearly 37.9% of the surveys or 3,407 were from Adults. Another 20.0% of the surveys completed, or 1,799 were from Youth (YSS).

FIGURE 1.1: RESPONSE RATE FOR SURVEYS RECEIVED BY AGE GROUP

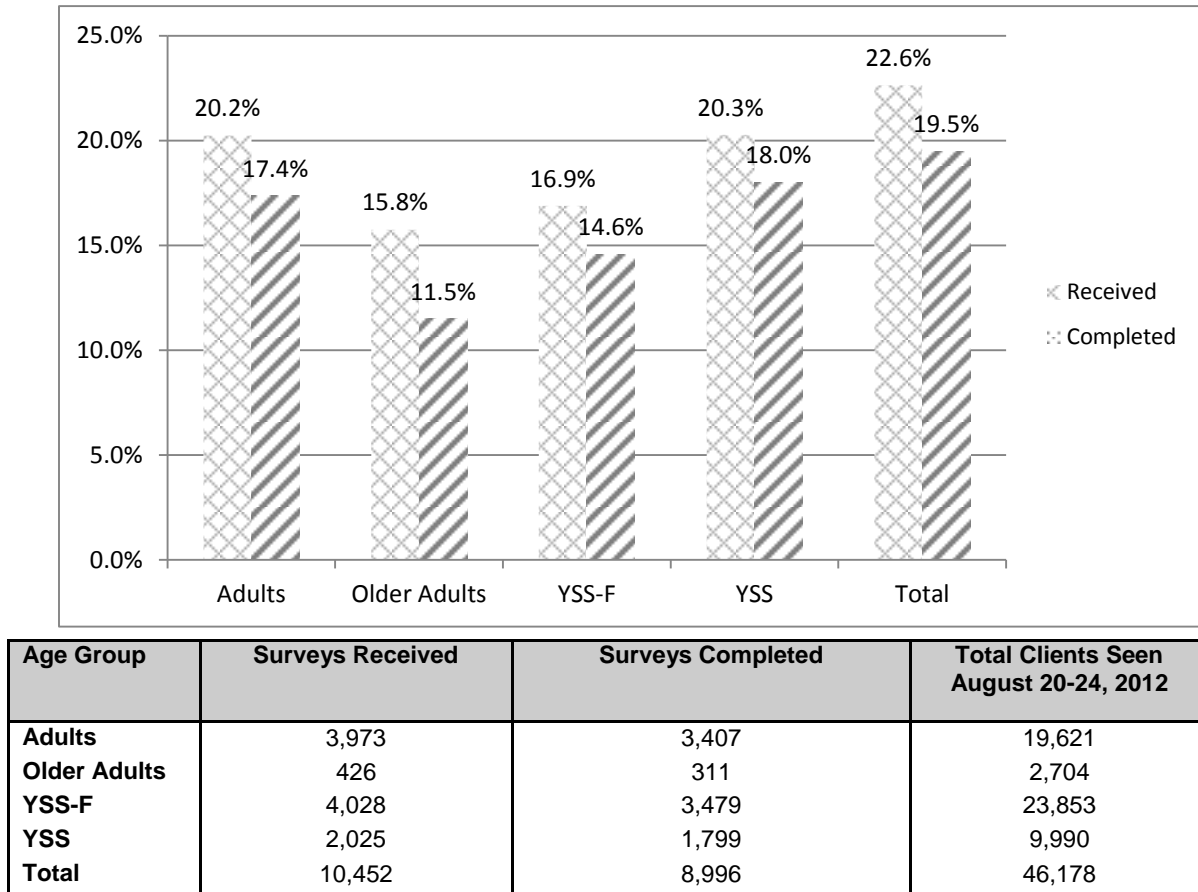


Figure 1.1 shows the 2012 MHSIP Response Rate which is the Response Rate for Surveys Received from selected LAC-DMH funded Clinic Outpatient and Day Treatment Programs. The Response Rate for Surveys Received was calculated by dividing the number of surveys received by the number of consumers that received face-to-face services within selected LAC-DMH funded Clinic Outpatient and Day Treatment Programs during the August survey period. The Total Response Rate for 2012 MHSIP Survey is 22.6% (i.e., 10,452 / 46,178). Youth had the highest Response Rate at 20.3%, followed by Adults at 20.2%, YSS-F at 16.9%, and Older Adults at 15.8%.

Figure 1.1 also shows the Response Rate for Surveys Completed. The Response Rate was calculated by dividing the number of surveys completed by the number of consumers that received face-to-face services in LAC-DMH funded Clinic Outpatient and Day Treatment Programs during the survey period. The Total Response Rate for Surveys Completed for all age groups was 19.5%. Youth had the highest Response Rate at 18.0%, followed by Adults at 17.4%, YSS-F at 14.6%, and Older Adults at 11.5%.

FIGURE 1.2: SURVEYS RECEIVED BY SERVICE AREA AND AGE GROUP

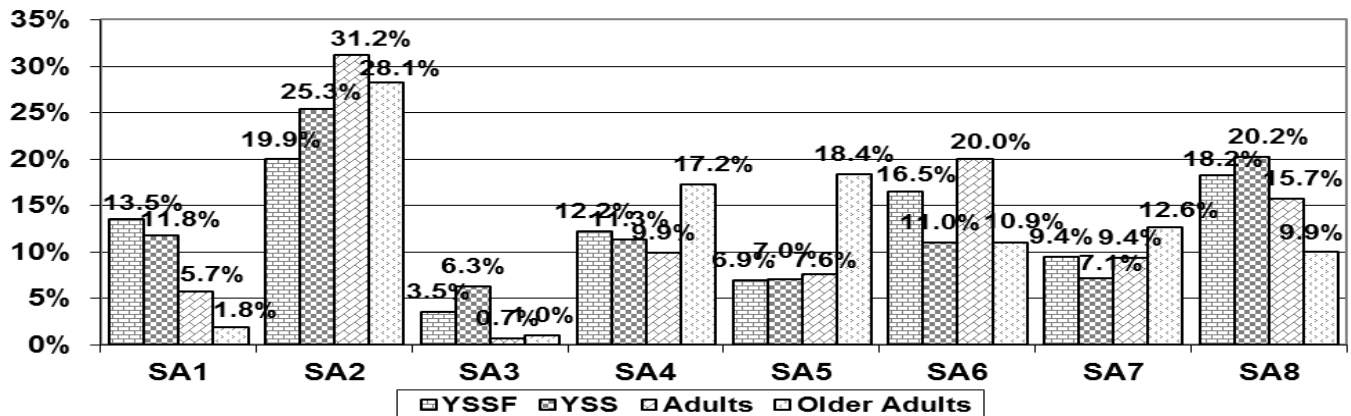


Figure 1.3 shows that SA 2 had the highest number of Surveys Received for all age groups and ranged from 19.9% for the YSS-F to 28.1% for Older Adults. SAs 6 and 8 had the next highest number of Surveys Received for all age groups. Surveys Received for SA 6 ranged from 16.5% for YSS-F to 10.9% for Older Adults and Surveys Received for SA 8 ranged from 18.2% for YSS-F to 9.9% for Older Adults.

SURVEYS COMPLETED BY LANGUAGE AND ETHNICITY

FIGURE 1.3: SURVEYS COMPLETED BY LANGUAGE AND AGE GROUP

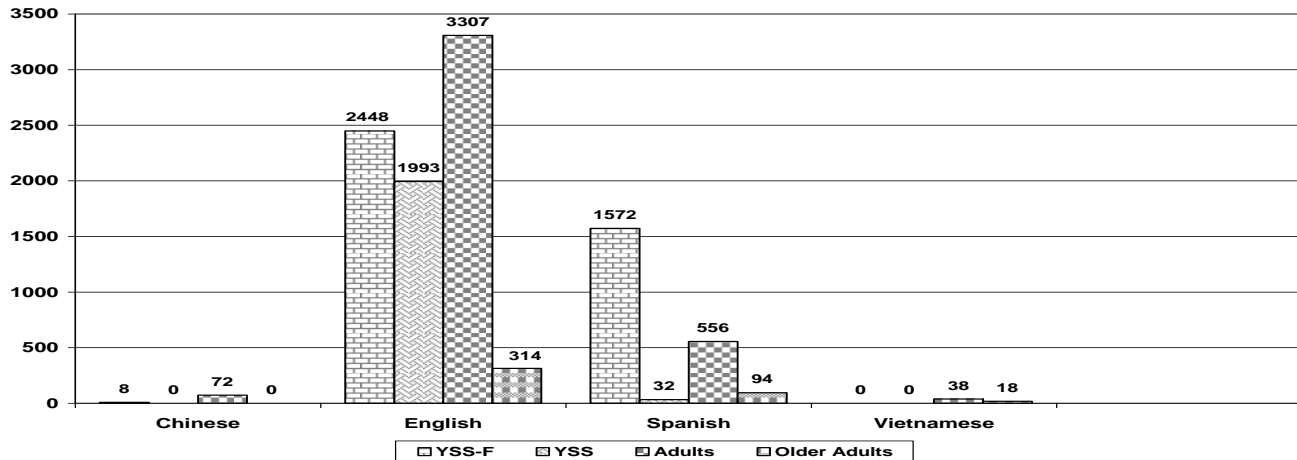


Figure 1.4 shows that the majority of consumers, 8,062 or 77.1% used English Survey Forms. A total of 2,254 or 21.6% Spanish Survey Forms were used: 1,572 for YSS-F, 32 for YSS, 556 for Adults, and 94 or Older Adults. A combined total of 136 or 1.3% of the Survey Forms used were Chinese and Vietnamese.

SUMMARY

Surveys were administered in 4 out of 13 threshold languages. The majority of the surveys, 77.1% (N = 8,062), were completed in English; followed by 21.6% (N = 2,254) in Spanish. Chinese and Vietnamese language survey forms were 1.3% (N = 136) of surveys completed.

TABLE 1.2: “WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?” BY AGE GROUP

	Yes	No	Total
YSS-F	2,884	105	2,989
Percent	96.5%	3.5%	100%
YSS	1,340	106	1,446
Percent	92.7%	7.3%	100%
Adult	2,789	127	2,916
Percent	95.7%	4.4%	100%
Older Adult	241	13	254
Percent	94.9%	5.1%	100%
Total	7,254	351	7,605
Percent	95.4%	4.6%	100%

Table 1.2 shows that 96.5% of the YSS-F, 95.7% of Adults, 94.9% of Older Adults and 92.7% of the YSS reported that they had written information (for example, brochures describing available services, their rights as a consumer, and mental health education materials) available to them in the language they prefer.

TABLE 1.3 “WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?” BY SERVICE AREA FOR ALL AGE GROUPS

	Yes	No	Total
SA 1	349	12	361
Percent	96.7%	3.3%	100%
SA 2	2139	101	2,240
Percent	95.5%	4.5%	100%
SA 3	842	44	886
Percent	95.0%	5.0%	100%
SA 4	671	41	712
Percent	94.2%	5.8%	100%
SA 5	471	15	486
Percent	96.9%	3.1%	100%
SA 6	866	39	905
Percent	95.7%	4.3%	100%
SA 7	752	33	785
Percent	95.8%	4.2%	100%
SA 8	1148	65	1,213
Percent	94.6%	5.4%	100%
Total	7,238	350	7,588
Percent	95.4%	4.6%	100%

Note: Highest and lowest percent are in bold.

Table 1.3 shows that in all Service Areas, a total of 95.4% reported that they had written information available to them in the language they prefer and 4.6% did not.

SA 5, at 96.9% had the highest percent reporting that they had written information available to them in the language they prefer as compared with the lowest percent in SA 4 at 94.2%.

TABLE 1.4 “WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?” YSS-F & YSS

	YSS-F			YSS		
	Yes	No	Total	Yes	No	Total
SA 1	164	4	168	48	3	51
Percent	97.6%	2.4%	100%	94.1%	5.9%	100%
SA 2	809	32	841	410	33	443
Percent	96.2%	3.8%	100%	92.6%	7.5%	100%
SA 3	399	10	409	218	23	241
Percent	97.6%	2.4%	100%	90.5%	9.5%	100%
SA 4	217	10	227	140	18	158
Percent	95.6%	4.4%	100%	88.6%	11.4%	100%
SA 5	155	4	159	100	3	103
Percent	97.5%	2.5%	100%	97.1%	2.9%	100%
SA 6	352	17	369	102	4	106
Percent	95.4%	4.6%	100%	96.2%	3.8%	100%
SA 7	291	11	302	103	4	107
Percent	96.4%	3.6%	100%	96.3%	3.7%	100%
SA 8	497	17	514	219	18	237
Percent	96.7%	3.3%	100%	92.4%	7.6%	100%
Total	2,884	105	2,989	1,340	106	1,446
Percent	96.5%	3.5%	100%	92.7%	7.3%	100%

Note: Highest and lowest percent are in bold.

Table 1.4 shows that in all Service Areas, a total of 96.5% of the YSS-F and 92.7% of the YSS reported that they had written information available to them in the language they prefer.

SAs 1 and 3, at 97.6%, for the YSS-F, had the highest percent reporting that written information was available to them in the language they prefer as compared with the lowest percent in SA 6 at 95.4%. SA 5 at 97.1% for the YSS had the highest percent reporting that written information was available to them in the language they prefer as compared with the lowest percent in SA 4 at 88.6%.

TABLE 1.5 “WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?” ADULTS & OLDER ADULTS

	ADULT			OLDER ADULT		
	Yes	No	Total	Yes	No	Total
SA 1	132	4	136	5	1	6
Percent	97.1%	2.9%	100%	83.3%	16.7%	100%
SA 2	865	32	897	55	4	59
Percent	96.4%	3.6%	100%	93.2%	6.8%	100%
SA 3	205	11	216	20	0	20
Percent	94.9%	5.1%	100%	100.0%	0.0%	100%
SA 4	266	9	275	48	4	52
Percent	96.7%	3.3%	100%	92.3%	7.7%	100%
SA 5	181	8	189	35	0	35
Percent	95.8%	4.2%	100%	100.0%	0.0%	100%
SA 6	397	18	415	15	0	15
Percent	95.7%	4.3%	100%	100.0%	0.0%	100%
SA 7	333	17	350	25	1	26
Percent	95.1%	4.9%	100%	96.2%	3.9%	100%
SA 8	394	27	421	38	3	41
Percent	93.6%	6.4%	100%	92.7%	7.3%	100%
Total	2,773	126	2,899	241	13	254
Percent	95.7%	4.4%	100%	94.9%	5.1%	100%

Note: Highest and lowest percent are in bold.

Table 1.5 shows that in all Service Areas, a total of 93.6% of Adults and 92.7% of Older Adults reported that they had written information available to them in the language they prefer.

SA 1 at 97.1% for Adults had the highest percent reporting that written information was available to them in the language they prefer as compared with the lowest percent in SA 8 at 93.6%. SA 3, SA 5, and SA 6, at 100% for Older Adults had the highest percent reporting that written information was available to them in the language they prefer as compared with the lowest percent in SA 1 at 83.3%.

SUMMARY

The majority of consumers reported that written information was available to them in the language they preferred. The highest proportion of consumers reporting they had written information in the language they preferred by age group was SAs 1 and 3 for YSS-F at 97.6%, SA 5 for YSS at 97.1%, SA 1 for Adults at 97.1%, and SAs 3, 5, and 6 for Older Adults at 100.0%.

The lowest proportion of consumers reporting they had written information in the language they preferred by age group was in SA 6 for YSS-F at 95.4%, SA 4 for YSS at 88.6%, SA 8 for Adults at 93.6%, and SA 1 for Older Adults at 83.3%.

TABLE 1.6: YSS- F SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY

	African American	Asian/ Pacific Islander	Latino	Native American	Other	White	Total
SA 1	55	1	70	13	28	82	249
Percent	22.1%	0.4%	28.1%	5.2%	11.2%	32.9%	100.0%
SA 2	66	23	694	33	195	248	1259
Percent	5.2%	1.8%	55.1%	2.6%	15.5%	19.7%	100.0%
SA 3	19	18	385	14	118	119	673
Percent	2.8%	2.7%	57.2%	2.1%	17.5%	17.7%	100.0%
SA 4	21	3	213	9	7	30	283
Percent	7.4%	1.1%	75.3%	3.2%	2.5%	10.6%	100.0%
SA 5	45	5	89	6	43	47	235
Percent	19.1%	2.1%	37.9%	2.6%	18.3%	20.0%	100.0%
SA 6	125	6	241	10	89	54	525
Percent	23.8%	1.1%	45.9%	1.9%	17.0%	10.3%	100.0%
SA 7	22	10	268	12	82	81	475
Percent	4.6%	2.1%	56.4%	2.5%	17.3%	17.1%	100.0%
SA 8	149	16	350	16	137	114	782
Percent	19.1%	2.0%	44.8%	2.0%	17.5%	14.6%	100.0%
Total	502	82	2310	113	699	775	4481
Percent	11.2%	1.8%	51.6%	2.5%	15.6%	17.3%	100.0%

Note: Highest percent are in bold.

Table 1.6 shows the YSS-F in SA 6 had the highest percent of surveys received from African Americans at 23.8%. SA 3 had the highest percent of the YSS-F surveys received from Asian/Pacific Islanders at 2.7%. SA 4 had the highest percent of the YSS-F received from Latinos at 75.3%. SA 1 had the highest percent of surveys received from Native Americans at 5.2%. SA 5 had the highest percent of surveys received from the Other ethnic group at 18.3%. SA 1 had the highest percent of surveys received from Whites at 32.9%.

TABLE 1.7: YSS SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY

	African American	Asian/Pacific Islander	Latino	Native American	Other	White	Total
SA 1	17	2	27	1	22	17	86
<i>Percent</i>	19.8%	2.3%	31.4%	1.2%	25.6%	19.8%	100.0%
SA2	45	19	344	21	198	115	742
<i>Percent</i>	6.1%	2.6%	46.4%	2.8%	26.7%	15.5%	100.0%
SA 3	39	12	189	16	97	52	405
<i>Percent</i>	9.6%	3.0%	46.7%	4.0%	24.0%	12.8%	100.0%
SA 4	30	7	123	7	75	20	262
<i>Percent</i>	11.5%	2.7%	46.9%	2.7%	28.6%	7.6%	100.0%
SA 5	30	1	61	2	35	25	154
<i>Percent</i>	19.5%	0.6%	39.6%	1.3%	22.7%	16.2%	100.0%
SA 6	51	5	69	4	42	7	178
<i>Percent</i>	28.7%	2.8%	38.8%	2.2%	23.6%	3.9%	100.0%
SA 7	7	5	97	4	52	20	185
<i>Percent</i>	3.8%	2.7%	52.4%	2.2%	28.1%	10.8%	100.0%
SA 8	75	9	162	10	93	45	394
<i>Percent</i>	19.0%	2.3%	41.1%	2.5%	23.6%	11.4%	100.0%
Total	294	60	1,072	65	614	301	2,406
<i>Percent</i>	12.2%	2.5%	44.6%	2.7%	25.5%	12.5%	100.0%

Note: Highest percent are in bold.

Table 1.7 shows the YSS in SA 6 had the highest percent of surveys received from African Americans at 28.7%. SA 3 had the highest percent of the YSS surveys received from Asian/Pacific Islanders at 3.0%. SA 7 had the highest percent of the YSS surveys received from Latinos at 52.4%. SA 3 had the highest percent of surveys received from Native Americans at 4.0%. SA 4 had the highest percent of surveys received from the Other ethnic group at 28.6%. SA 1 had the highest percent of surveys received from Whites at 19.8%.

TABLE 1.8: ADULT SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY

	African American	Asian/Pacific Islander	Latino	Native American	Other	White	Total
SA 1	48	5	37	10	17	69	186
<i>Percent</i>	25.8%	2.7%	19.9%	5.4%	9.1%	37.1%	100.0%
SA 2	118	48	396	37	312	391	1302
<i>Percent</i>	9.1%	3.7%	30.4%	2.8%	24.0%	30.0%	100.0%
SA 3	27	37	117	9	63	70	323
<i>Percent</i>	8.4%	11.5%	36.2%	2.8%	19.5%	21.7%	100.0%
SA 4	109	19	147	17	96	45	433
<i>Percent</i>	25.2%	4.4%	33.9%	3.9%	22.2%	10.4%	100.0%
SA 5	39	12	46	13	46	104	260
<i>Percent</i>	15.0%	4.6%	17.7%	5.0%	17.7%	40.0%	100.0%
SA 6	286	9	115	15	72	46	543
<i>Percent</i>	52.7%	1.7%	21.2%	2.8%	13.3%	8.5%	100.0%
SA 7	26	18	276	35	132	142	629
<i>Percent</i>	4.1%	2.9%	43.9%	5.6%	21.0%	22.6%	100.0%
SA 8	126	75	117	16	59	147	540
<i>Percent</i>	23.3%	13.9%	21.7%	3.0%	10.9%	27.2%	100.0%
Total	779	223	1,251	152	797	1,014	4,216
<i>Percent</i>	18.5%	5.3%	29.7%	3.6%	18.9%	24.1%	100.0%

Note: Highest percent are in bold.

Table 1.8 shows that Adults in SA 6 had the highest percent of surveys received from African Americans at 52.7%. SA 8 had the highest percent of surveys received from Asian/Pacific Islanders at 13.9%. SA 7 had the highest percent of surveys received from Latinos at 43.9%. SA 7 had the highest percent of surveys received from Native Americans at 5.6%. SA 2 had the highest percent of surveys received from Other ethnic group at 24.0%. SA 5 had the highest percent of surveys received from Whites at 40.0%.

TABLE 1.9: OLDER ADULT SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY

	African American	Asian/ Pacific Islander	Latino	Native American	Other	White	Total
SA 1	1	0	2	0	0	4	7
<i>Percent</i>	14.3%	0.0%	28.6%	0.0%	0.0%	57.1%	100.0%
SA2	1	4	16	3	10	32	66
<i>Percent</i>	1.5%	6.1%	24.2%	4.5%	15.2%	48.5%	100.0%
SA 3	4	0	5	0	1	11	21
<i>Percent</i>	19.0%	0.0%	23.8%	0.0%	4.8%	52.4%	100.0%
SA 4	8	5	31	1	16	9	70
<i>Percent</i>	11.4%	7.1%	44.3%	1.4%	22.9%	12.9%	100.0%
SA 5	3	1	6	3	6	34	53
<i>Percent</i>	5.7%	1.9%	11.3%	5.7%	11.3%	64.2%	100.0%
SA 6	7	0	6	1	5	2	21
<i>Percent</i>	33.3%	0.0%	28.6%	4.8%	23.8%	9.5%	100.0%
SA 7	1	0	17	0	8	8	34
	2.9%	0.0%	50.0%	0.0%	23.5%	23.5%	100.0%
SA 8	11	15	8	0	3	15	52
<i>Percent</i>	21.2%	28.8%	15.4%	0.0%	5.8%	28.8%	100.0%
Total	36	25	91	8	49	115	324
<i>Percent</i>	11.1%	7.7%	28.1%	2.5%	15.1%	35.5%	100.0%

Note: Highest percent are in bold.

Table 1.9 shows that Older Adults in SA 6 had the highest percent of surveys received from African Americans at 33.3%. SA 8 had the highest percent of surveys received from Asian/Pacific Islanders at 28.8%. SA 7 had the highest percent of surveys received from Latinos at 50.0%. SA 5 had the highest percent of surveys received from Native Americans at 5.7%. SA 6 had the highest percent of surveys received from the Other ethnic group at 23.8%. SA 5 had the highest percent of surveys received from Whites at 64.2%.

OVERALL SATISFACTION AND PERCEPTION OF CARE SUBSCALE DOMAINS

TABLE 1.10: SUBSCALE RELIABILITY BY AGE GROUP

Subscales	YSS-F	YSS	Adult	Older Adult
	Cronbach's Alpha (α)			
General Satisfaction	0.93	0.89	0.85	0.84
Perception of Access	0.80	0.74	0.87	0.87
Perception of Quality and Appropriateness	0.94	0.90	0.92	0.92
Perception of Participation in Treatment Planning	0.81	0.71	0.62	0.73
Perception of Outcomes	0.92	0.87	0.92	0.92
Perception of Functioning	0.92	0.86	0.92	0.92
Perception of Social Connectedness	0.89	0.86	0.89	0.91

Cronbach's alpha was calculated to test the reliability of the subscales. Cronbach's alpha (α) is a reliability measure for calculating intraclass correlation between individual survey items. An alpha score of .70 or higher is considered reliable when at least 3 items are used to measure a subscale. The reliability score for all the subscales was greater than 0.70 with the exception of Perception of Participation in Treatment Planning for Adults which had a Cronbach's alpha of .62. This may be attributed to this subscale having only 2 items.

TABLE 1.11: ITEM MEASUREMENT FOR SUBSCALES BY AGE GROUP

YSS-F	YSS	Adult & Older Adult
General Satisfaction (6 items)	General Satisfaction (6 items)	General Satisfaction (3 items)
Access (2 items)	Access (2 items)	Access (6 items)
Quality (4 items)	Quality (4 items)	Quality (9 items)
Treatment (3 items)	Treatment (3 items)	Treatment (2 items)
Outcomes (6 items)	Outcomes (8 items)	Outcomes (6 items)
Functioning (5 items)	Functioning (5 items)	Functioning (5 items)
Social Connectedness (4 items)	Social Connectedness (4 items)	Social Connectedness (4 items)

Table 1.11 shows that the subscales are similar for all four age-groups. The 30 items for the Overall Satisfaction scale and the seven (7) subscales are measured on a 5 Point Likert scale with 1 = Strongly Disagree, 2 = Disagree, 3 = Undecided (for YSS-F and YSS) and I am Neutral (for Adults and Older Adults), 4 = Agree and 5 = Strongly Agree. The different items measuring the subscales and the number of items measuring the subscales in each domain were different for the Adults/Older Adults and the YSS-F/YSS. Therefore, the mean score for each subscale cannot be compared between Adults/Older Adults and the YSS-F/YSS.

TABLE 1.12: MEAN¹ AND STANDARD DEVIATION FOR OVERALL SATISFACTION AND ALL SUBSCALE DOMAINS FOR YSS-F AND YSS

	YSS-F		YSS		Range
	Mean	SD	Mean	SD	
Overall Satisfaction (Scale)	4.2	0.7	4.0	0.7	1-5
Satisfaction Subscales					
General Satisfaction	4.3	0.7	4.1	0.7	1-5
Perception of Access	4.4	0.8	4.0	0.8	1-5
Perception of Quality and Appropriateness (Cultural Sensitivity)	4.5	0.7	4.3	0.7	1-5
Perception of Participation in Treatment Planning	4.3	0.7	3.9	0.7	1-5
Perception of Outcomes	3.9	0.8	3.9	0.7	1-5
Perception of Functioning	3.9	0.8	3.9	0.7	1-5
Perception of Social Connectedness	4.2	0.7	4.1	0.7	1-5

¹ Higher score indicates greater Overall Satisfaction and positive perception for each subscale

Table 1.12 shows the mean score for Overall Satisfaction for the YSS-F at 4.2 and for the YSS at 4.0. The mean score for subscales such as General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, and Perception of Social Connectedness were slightly lower for the YSS as compared with the YSS-F.

The mean score for **General Satisfaction** was at 4.3 for the YSS-F and 4.1 for the YSS.

The mean score for **Perception of Access** was 4.4 for the YSS-F and 4.0 for the YSS.

The mean score on **Perception of Quality and Appropriateness (Cultural Sensitivity)** was slightly higher for the YSS-F at 4.5 as compared with the YSS at 4.3.

The mean score on **Perception of Participation in Treatment Planning** was 4.3 for the YSS-F and 3.9 for the YSS.

The mean score for **Perception of Outcomes and Perception of Functioning** were similar for both the YSS-F at 3.9 and 3.9 and the YSS at 3.9 and 3.9.

The mean score for **Perception of Social Connectedness** was slightly higher for the YSS-F at 4.2 as compared with the YSS at 4.1.

TABLE 1.13: MEAN¹ AND STANDARD DEVIATION FOR OVERALL SATISFACTION AND ALL SUBSCALE DOMAINS FOR ADULT AND OLDER ADULT

	Adult		Older Adult		Range
	Mean	SD	Mean	SD	
Overall Satisfaction (Scale)	4.1	0.8	4.2	0.7	1-5
Satisfaction Subscales					
General Satisfaction	4.4	0.7	4.5	0.7	1-5
Perception of Access	4.3	0.7	4.4	0.6	1-5
Perception of Quality and Appropriateness (Cultural Sensitivity)	4.3	0.7	4.4	0.6	1-5
Perception of Participation in Treatment Planning	4.3	0.7	4.4	0.7	1-5
Perception of Outcomes	3.9	0.8	4.0	0.8	1-5
Perception of Functioning	3.8	0.9	3.9	0.9	1-5
Perception of Social Connectedness	3.9	0.9	4.0	0.9	1-5

¹ Higher score indicates greater Overall Satisfaction and positive perception for each subscale

In Table 1.13 the mean score for Overall Satisfaction for Older Adults was 4.2 and 4.1 for Adults. The mean score for all subscales was slightly higher for Older Adults as compared with Adults.

The mean score for **General Satisfaction** for Older Adults was 4.5 and 4.4 for Adults.

The mean score for **Perception of Access** for Older Adults was 4.4 and 4.3 for Adults.

The mean score for **Cultural Sensitivity** for Older Adults was 4.4 and 4.3 for Adults.

The mean score for **Perception of Participation in Treatment Planning** for Older Adults was 4.4 and 4.3 for Adults.

The mean score for **Perception of Outcomes** for Older Adults was 4.0 and 3.9 for Adults.

The mean score for **Perception of Functioning** was 3.9 for Older Adults and 3.8 for Adults.

The mean score for **Perception of Social Connectedness** was 4.0 for Older Adults and 3.9 for Adults.

TABLE 1.14: YSS-F – SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction	General Satisfaction	Perception of Access	Perception of Quality and Appropriateness	Perception of Participation in Treatment Planning	Perception of Outcomes*	Perception of Functioning*	Perception of Social Connectedness
SA 1	4.2	4.3	4.4	4.5	4.3	3.8	3.8	4.2
SA 2	4.2	4.3	4.3	4.5	4.3	4.0	4.0	4.2
SA 3	4.2	4.3	4.4	4.5	4.3	3.8	3.9	4.2
SA 4	4.3	4.4	4.4	4.5	4.3	4.1	4.1	4.2
SA 5	4.2	4.4	4.4	4.6	4.3	3.9	3.9	4.2
SA 6	4.2	4.3	4.4	4.5	4.3	3.9	3.9	4.3
SA 7	4.2	4.3	4.4	4.5	4.3	3.9	3.9	4.3
SA 8	4.2	4.3	4.3	4.5	4.2	3.8	3.8	4.2
Total	4.2	4.3	4.4	4.5	4.3	3.9	3.9	4.2

Note: Means in bold are significantly different by Service Area at $p \leq 0.05$.

Table 1.14 shows the test of one way analysis of variance (ANOVA test) for each of the YSS-F subscales by Service Area. YSS-F statistically significant differences by Service Area were for Perception of Outcomes and Perception of Functioning.

The YSS-F in SA 4 had statistically significant highest mean score on **Perception of Outcomes**.

The YSS-F in SA 4 had statistically significant highest mean score on **Perception of Functioning**.

TABLE 1.15: YSS – SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction	General Satisfaction*	Perception of Access*	Perception of Quality and Appropriateness*	Perception of Participation in Treatment Planning	Perception of Outcomes	Perception of Functioning	Perception of Social Connectedness*
SA 1	4.0	4.0	4.0	4.2	3.9	3.9	3.8	4.2
SA 2	4.0	4.1	4.0	4.3	3.9	3.9	3.9	4.1
SA 3	4.0	4.1	3.9	4.2	3.9	3.9	3.9	4.1
SA 4	3.9	3.9	3.8	4.0	3.8	4.0	3.9	4.0
SA 5	4.1	4.2	4.1	4.3	4.0	3.8	3.9	4.1
SA 6	4.1	4.2	4.1	4.4	4.0	3.9	3.9	4.1
SA 7	4.1	4.2	4.1	4.3	4.0	3.9	3.9	4.2
SA 8	4.1	4.2	4.1	4.3	4.0	3.9	3.9	4.2
Total	4.0	4.1	4.0	4.3	3.9	3.9	3.9	4.1

Note: Means in bold are significantly different by Service Area at $p \leq 0.05$.

Table 1.15 shows that among the YSS, there were statistically significant differences by Service Area for: General Satisfaction, Perception of Access, Perception of Quality and Appropriateness and Perception of Social Connectedness.

The YSS in SA 7 had statistically significant highest mean score on **General Satisfaction**.

The YSS in SA 7 had statistically significant highest mean score on **Perception of Access**.

The YSS in SA 6 had statistically significant highest mean score on **Perception of Quality and Appropriateness (Cultural Sensitivity)**.

The YSS in SA 1 had statistically significant highest mean score on **Perception of Social Connectedness**.

TABLE 1.16: ADULTS - SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction	General Satisfaction	Perception of Access	Perception of Quality and Appropriateness	Perception of Participation in Treatment Planning	Perception of Outcomes*	Perception of Functioning*	Perception of Social Connectedness*
SA 1	4.0	4.3	4.2	4.2	4.2	3.7	3.6	3.8
SA 2	4.1	4.4	4.3	4.3	4.3	3.9	3.9	3.9
SA 3	4.1	4.5	4.3	4.3	4.3	3.9	3.9	3.9
SA 4	4.1	4.4	4.2	4.3	4.2	3.8	3.7	3.8
SA 5	4.2	4.4	4.3	4.3	4.3	4.0	3.9	3.8
SA 6	4.1	4.4	4.2	4.3	4.2	3.9	3.9	3.9
SA 7	4.1	4.4	4.2	4.2	4.2	3.9	3.9	3.9
SA 8	4.1	4.4	4.2	4.3	4.3	3.8	3.8	3.8
Total	4.1	4.4	4.3	4.3	4.2	3.9	3.8	3.8

Note: Means in bold are significantly different by Service Area at $p \leq 0.05$.

Table 1.16 shows that among Adults there were statistically significant differences by Service Area for: Perception of Outcomes, Perception of Functioning and Perception of Social Connectedness.

Adults in SA 5 had statistically significant highest mean score on **Perception of Outcomes**.
 Adults in SA 5 had statistically significant highest mean score on **Perception of Functioning**.
 Adults in SA 7 had statistically significant highest mean score on **Perception of Social Connectedness**.

TABLE 1.17: OLDER ADULT – SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction	General Satisfaction*	Perception of Access*	Perception of Quality and Appropriateness	Perception of Participation in Treatment Planning	Perception of Outcomes	Perception of Functioning	Perception of Social Connectedness*
SA 1	3.8	3.9	3.8	4.0	4.1	3.7	3.6	3.9
SA 2	4.3	4.5	4.5	4.4	4.5	4.1	3.9	4.0
SA 3	4.4	4.8	4.7	4.6	4.6	3.9	3.9	4.0
SA 4	4.2	4.5	4.4	4.4	4.4	4.0	3.9	4.0
SA 5	4.1	4.5	4.2	4.3	4.3	3.8	3.8	3.5
SA 6	4.5	4.7	4.6	4.6	4.5	4.3	4.3	4.4
SA 7	4.2	4.4	4.4	4.3	4.3	4.0	4.0	4.1
SA 8	4.3	4.6	4.5	4.5	4.4	4.1	4.0	4.2
Total	4.2	4.5	4.4	4.4	4.4	4.0	3.9	4.0

Note: Means in bold are significantly different by Service Area at $p \leq 0.05$.

Older Adults in SA 6 had statistically significant highest mean score on **Perception of Social Connectedness**.

SUMMARY

Following is a brief summary of differences in overall satisfaction and subscale domains by age group.

YSS – F and YSS

The subscales for General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, and Perception of Social Connectedness were all higher for the YSS-F compared with the YSS.

Adults and Older Adults

Older Adults mean score for all subscales were higher as compared with Adults, i.e., General Satisfaction, Perception of Access, Perception of Quality Appropriateness (Cultural Sensitivity), Perception of Participation in Treatment Planning, Perception of Outcomes, Perception of Functioning, and Perception of Social Connectedness.

Following is a brief summary of subscale differences between service areas.

YSS-F

The YSS-F in SA 4 had statistically significant highest mean scores on Perception of Outcomes and Perception of Functioning.

YSS

The YSS in SA 7 had statistically significant highest mean scores on General Satisfaction and Perception of Access. The YSS in SA 6 had statistically significant highest mean score on Perception of Quality and Appropriateness (Cultural Sensitivity). The YSS in SA 1 had statistically significant highest mean score on Perception of Social Connectedness.

Adults

Adults in SA 5 had statistically significant highest mean scores on Perception of Outcomes and Perception of Functioning. Adults in SA 7 had statistically significant highest mean score on Perception of Social Connectedness.

Older Adults

Older Adults in SA 6 had statistically significant highest mean score on Perception of Social Connectedness.

MHSIP SUBSCALE COMPARISON BETWEEN MAY 2009 AND AUGUST 2012 SURVEY

**TABLE 1.18: ADULT - SUBSCALE MEANS
MAY 2009 - AUGUST 2012**

	May 2009			August 2012			<i>t</i>	<i>df</i>	<i>p</i> -value
	N	Mean	SD	N	Mean	SD			
General Satisfaction	5,291	4.39	0.71	3,362	4.41	0.68	1.50	7,391	0.1336
Perception of Access	5,282	4.24	0.71	3,349	4.26	0.69	0.84	8,629	0.4032
Perception of Quality and Appropriateness*	5,250	4.25	0.68	3,338	4.29	0.65	2.48	7,314	0.0133
Perception of Participation in Treatment Planning*	5,202	4.21	0.77	3,297	4.25	0.74	2.44	7,207	0.0147
Perception of Outcomes	5,177	3.89	0.81	3,321	3.89	0.80	0.18	8,496	0.8574
Perception of Functioning	5,005	3.87	0.87	3,218	3.85	0.88	1.07	8,221	0.2826
Perception of Social Connectedness	4,969	3.89	0.88	3,188	3.87	0.89	0.99	8,155	0.3210

$p < 0.05$. Statistically significant differences between Samples' MHSIP scales are **bold**. The two samples' MHSIP subscale averages were tested with Satterthwaite statistical *t* tests.

Among Adult survey respondents the change in **Perception of Quality and Appropriateness** and **Perception of Participation in Treatment Planning** was statistically significant between May 2009 and August 2012 survey period. In both these domains there was a significant improvement from the previous survey period.

**TABLE 1.19: OLDER ADULT - SUBSCALE MEANS
MAY 2009 - AUGUST 2012**

	May 2009			August 2012			<i>t</i>	<i>df</i>	<i>p</i> -value
	N	Mean	SD	N	Mean	SD			
General Satisfaction	397	4.45	0.69	304	4.54	0.66	1.73	699	0.0839
Perception of Access	394	4.33	0.68	302	4.42	0.62	1.68	694	0.0925
Perception of Quality and Appropriateness	388	4.34	0.63	307	4.41	0.62	1.44	693	0.1517
Perception of Participation in Treatment Planning	385	4.33	0.72	298	4.41	0.71	1.37	681	0.1727
Perception of Outcomes	366	4.04	0.71	276	4.01	0.82	0.61	545	0.5431
Perception of Functioning	362	3.99	0.80	273	3.91	0.93	1.12	533	0.2617
Perception of Social Connectedness	356	3.99	0.83	270	4.01	0.92	0.35	624	0.7294

All changes observed in subscales between May 2009 and August 2012 survey period for Older Adult respondents failed to reach statistical significance.

**TABLE 1.20: YSS - SUBSCALE MEANS
MAY 2009 - AUGUST 2012**

	May 2009			August 2012			<i>t</i>	<i>df</i>	<i>p</i> -value
	N	Mean	SD	N	Mean	SD			
General Satisfaction*	3,021	4.04	0.78	1,779	4.10	0.73	2.70	3,930	0.0070
Perception of Access	2,962	3.97	0.86	1,755	4.00	0.81	1.11	3,844	0.2682
Perception of Quality and Appropriateness	2,995	4.24	0.74	1,765	4.25	0.71	0.72	3,828	0.4690
Perception of Participation in Treatment Planning*	2,996	3.85	0.79	1,773	3.92	0.71	3.31	4,044	0.0009
Perception of Outcomes	2,983	3.88	0.74	1,751	3.91	0.71	1.27	4,732	0.2034
Perception of Functioning	2,978	3.90	0.73	1,750	3.91	0.71	0.55	4,726	0.5795
Perception of Social Connectedness	2,939	4.10	0.74	1,700	4.10	0.71	0.02	3,695	0.9808

$p < .05$. Statistically significant differences between Samples' MHSIP scales are **bold**. The two samples' MHSIP subscale averages were tested with Satterthwaite statistical *t* tests.

Among YSS mean change in **General Satisfaction** and **Perception of Participation in Treatment Planning** between May 2009 and August 2012 was statistically significant. In both these domains there was a significant improvement from the previous survey period.

**TABLE 1.21: YSS-F - SUBSCALE MEANS
MAY 2009 - AUGUST 2012**

	May 2009			August 2012			<i>t</i>	<i>df</i>	<i>p</i> -value
	N	Mean	SD	N	Mean	SD			
General Satisfaction	4,875	4.35	0.66	3,434	4.33	0.71	0.98	7,071	0.3258
Perception of Access	4,849	4.38	0.73	3,414	4.35	0.77	1.67	7,045	0.0952
Perception of Quality and Appropriateness	4,850	4.52	0.63	3,424	4.52	0.68	0.29	7,055	0.7692
Perception of Participation in Treatment Planning*	4,824	4.31	0.67	3,401	4.27	0.71	2.20	7,014	0.0275
Perception of Outcomes	4,783	3.87	0.80	3,327	3.90	0.78	1.56	8,108	0.1198
Perception of Functioning	4,761	3.88	0.80	3,307	3.91	0.78	1.48	8,066	0.1379
Perception of Social Connectedness*	4,754	4.26	0.67	3,321	4.22	0.71	2.53	6,845	0.0116

$P \leq .05$. Statistically significant differences between Samples' MHSIP scales are **bold**. The two samples' MHSIP subscale averages were tested with Satterthwaite statistical *t* tests.

Among YSS-F mean change in **Perception of Participation in Treatment Planning** and **Perception of Social Connectedness** between May 2009 and August 2012 survey period was statistically significant. In both these domains there was a significant decline from the previous survey period.

MEDICATION AND MEDICAL INSURANCE - YSS-F & YSS

TABLE 1.22: YSS-F- IN THE LAST YEAR, DID YOUR CHILD SEE A MEDICAL DOCTOR OR NURSE FOR A HEALTH CHECK-UP OR BECAUSE HE/SHE WAS SICK? (N=4,027)

	Yes Clinic/Office	Yes Hospital/ER	No	Don't Remember	No Response	Total
SA 1	133	19	34	10	29	225
Percent	59.1%	8.4%	15.1%	4.4%	12.9%	100%
SA 2	565	64	229	43	344	1,245
Percent	45.4%	5.1%	18.4%	3.5%	27.6%	100%
SA 3	278	29	108	24	86	525
Percent	53.0%	5.5%	20.6%	4.6%	16.4%	100%
SA 4	161	11	58	14	85	329
Percent	48.9%	3.3%	17.6%	4.3%	25.8%	100%
SA 5	113	7	42	5	37	204
Percent	55.4%	3.4%	20.6%	2.5%	18.1%	100%
SA 6	262	26	84	13	71	456
Percent	57.5%	5.7%	18.4%	2.9%	15.6%	100%
SA 7	204	13	91	14	43	365
Percent	55.9%	3.6%	24.9%	3.8%	11.8%	100%
SA 8	355	38	139	20	126	678
Percent	52.4%	5.6%	20.5%	2.9%	18.6%	100%
Total	2,071	207	785	143	821	4,027
Percent	51.4%	5.1%	19.5%	3.6%	20.4%	100%

Note: Highest and lowest percent are in bold.

Table 1.22 shows that in all Service Areas a total of 51.4% of the YSS-F families reported that: “In the Last Year, My Child Was Seen By a Medical Doctor or Nurse for a Health Check-Up in a Clinic/Office Because He/She Was Sick,” as compared with 19.5% that had not. In all Service Areas, a total of 5.1% of the YSS-F reported that: “Last Year My Child Was Seen by a Medical Doctor or Nurse for a Health Check-Up Because He/She Was Sick But Only in a Hospital or Emergency Room.”

SA 1, at 59.1%, for the YSS-F, had the highest percent reporting that: “In the Last Year My Child Was Seen by a Medical Doctor or Nurse for a Health Check-Up in a Clinic/Office Because He/She Was Sick,” as compared with the lowest percent in SA 2 at 45.4%.

SA 1, at 8.4%, for the YSS-F, had the highest percent reporting that: “Last Year My Child Was Seen by a Medical Doctor or Nurse for a Health Check-Up Because He/She Was Sick But Only in a Hospital or Emergency Room,” as compared with the lowest percent in SA 4 at 3.3%.

TABLE 1.23: YSS-F- IS YOUR CHILD ON MEDICATION FOR EMOTIONAL / BEHAVIORAL PROBLEMS? (N=4,027)

	Yes	No	No Response	Total
SA 1	100	88	37	225
Percent	44.4%	39.1%	16.4%	100%
SA 2	316	548	381	1,245
Percent	25.4%	44.0%	30.6%	100%
SA 3	105	321	99	525
Percent	20.0%	61.1%	18.9%	100%
SA 4	57	176	96	329
Percent	17.3%	53.5%	29.2%	100%
SA 5	65	98	41	204
Percent	31.9%	48.0%	20.1%	100%
SA 6	171	203	82	456
Percent	37.5%	44.5%	18.0%	100%
SA 7	118	188	59	365
Percent	32.3%	51.5%	16.2%	100%
SA 8	218	321	139	678
Percent	32.2%	47.3%	20.5%	100%
Total	1,150	1,943	934	4,027
Percent	28.6%	48.2%	23.2%	100%

Note: Highest and lowest percent are in bold.

Table 1.23 shows that in all Service Areas, a total of 28.6% of the YSS-F reported that their child was on medication for emotional/behavioral problems.

SA 1, at 44.4%, for the YSS-F, had the highest percent reporting that their child was on medication for emotional/behavioral problems, as compared with the lowest percent in SA 4 at 17.3%.

TABLE 1.24: YSS-F - DID THE DOCTOR OR NURSE TELL YOU AND/OR YOUR CHILD OF MEDICATION SIDE EFFECTS TO WATCH FOR? (N=4,027)

	Yes	No	No Response	Total
SA 1	82	16	127	225
Percent	36.4%	7.1%	56.4%	100%
SA 2	277	157	811	1,245
Percent	22.2%	12.6%	65.1%	100%
SA 3	88	71	366	525
Percent	16.8%	13.5%	69.7%	100%
SA 4	52	50	227	329
Percent	15.8%	15.2%	69.0%	100%
SA 5	48	17	139	204
Percent	23.5%	8.3%	68.1%	100%
SA 6	143	59	254	456
Percent	31.4%	12.9%	55.7%	100%
SA 7	97	43	225	365
Percent	26.6%	11.8%	61.6%	100%
SA 8	179	103	396	678
Percent	26.4%	15.2%	58.4%	100%
Total	966	516	2,545	4,027
Percent	24.0%	12.8%	63.2%	100%

Note: Highest and lowest percent are in bold

Table 1.24 shows that for the YSS-F in all Service Areas, 24.0% reported that: “The Doctor or Nurse had told Them What Side Effects to Watch For,” as compared with 12.8% that did not.

SA 1, at 36.4%, for the YSS-F, had the highest percent reporting that: “The Doctor or Nurse had told Them What Side Effects to Watch For,” as compared with the lowest percent in SA 4 at 15.8%.

TABLE 1.25: YSS-F - DOES YOUR CHILD HAVE MEDI-CAL (MEDICAID) INSURANCE?
(N = 4,027)

	Yes	No	No Response	Total
SA 1	165	4	56	225
Percent	73.3%	1.8%	24.9%	100%
SA 2	778	87	380	1,245
Percent	62.5%	7.0%	30.5%	100%
SA 3	407	21	97	525
Percent	77.5%	4.0%	18.5%	100%
SA 4	225	14	90	329
Percent	68.4%	4.3%	27.4%	100%
SA 5	152	15	37	204
Percent	74.5%	7.4%	18.1%	100%
SA 6	370	12	74	456
Percent	81.1%	2.6%	16.2%	100%
SA 7	284	29	52	365
Percent	77.8%	7.9%	14.2%	100%
SA 8	510	23	145	678
Percent	75.2%	3.4%	21.4%	100%
Total	2,891	205	931	4,027
Percent	71.8%	5.1%	23.1%	100%

Note: Highest and lowest percent are in bold.

Table 1.25 shows that in all Service Areas, a total of 71.8% of the YSS-F reported that their child had Medi-Cal (Medicaid) insurance as compared with 5.1% that did not.

SA 6, at 81.1%, for the YSS-F, had the highest percent reporting that their child had Medi-Cal (Medicaid) insurance as compared with the lowest percent in SA 2 at 62.5%.

The YSS-F in SA 7 at 7.9% had the highest percent of non Medi-Cal insured children and SA 5 had the next highest at 7.4%.

TABLE 1.26: YSS - IN THE LAST YEAR, DID YOU SEE A MEDICAL DOCTOR OR NURSE FOR A HEALTH CHECK-UP OR BECAUSE YOU WERE SICK? (N=2,025)

	Yes Clinic/Office	Yes Hospital/ER	No	Don't Remember	No Response	Total
SA 1	24	7	14	13	16	74
Percent	32.4%	9.5%	18.9%	17.6%	21.6%	100%
SA 2	287	54	70	95	150	656
Percent	43.8%	8.2%	10.7%	14.5%	22.9%	100%
SA 3	155	30	41	44	34	304
Percent	51.0%	9.9%	13.5%	14.5%	11.2%	100%
SA 4	96	21	32	39	54	242
Percent	39.7%	8.7%	13.2%	16.1%	22.3%	100%
SA 5	59	16	17	18	24	134
Percent	44.0%	11.9%	12.7%	13.4%	17.9%	100%
SA 6	64	11	25	18	26	144
Percent	44.4%	7.6%	17.4%	12.5%	18.1%	100%
SA 7	61	16	16	24	17	134
Percent	45.5%	11.9%	11.9%	17.9%	12.7%	100%
SA 8	151	35	47	40	64	337
Percent	44.8%	10.4%	13.9%	11.9%	19.0%	100%
Total	897	190	262	291	385	2,025
Percent	44.3%	9.4%	12.9%	14.4%	19.0%	100%

Note: Highest and lowest percent are in bold.

Table 1.26 shows that in all Service Areas a total of 44.3% of the YSS reported that: “In the Last Year, They Had Seen a Medical Doctor or Nurse for a Health Check-Up in a Clinic/Office Because He/She Was Sick,” as compared with 12.9% that had not. In all Service Areas, a total of 9.4% of the YSS reported that: “They Had Seen a Medical Doctor or a Nurse for a Health Check-Up Because He/She Was Sick But Only in a Hospital or Emergency Room.”

SA 3, at 51.0%, for the YSS, had the highest percent reporting that: “In the Last Year, They Had Seen a Medical Doctor or a Nurse for a Health Check-Up in a Clinic/Office Because He/She Was Sick,” as compared with the lowest percent in SA 1 at 32.4%.

SA 5 and SA 7, at 11.9%, for the YSS, had the highest percent reporting that: “In the Last Year, They Had Seen a Medical Doctor or a Nurse for a Health Check-Up Because He/She Was Sick But Only in a Hospital or Emergency Room,” as compared with the lowest percent in SA 6 at 7.6%.

TABLE 1.27: YSS - ARE YOU ON MEDICATION FOR EMOTIONAL / BEHAVIORAL PROBLEMS? (N=2,025)

	Yes	No	No Response	Total
SA 1	23	35	16	74
Percent	31.1%	47.3%	21.6%	100%
SA 2	191	304	161	656
Percent	29.1%	46.3%	24.5%	100%
SA 3	93	170	41	304
Percent	30.6%	55.9%	13.5%	100%
SA 4	57	125	60	242
Percent	23.6%	51.7%	24.8%	100%
SA 5	42	65	27	134
Percent	31.3%	48.5%	20.1%	100%
SA 6	45	73	26	144
Percent	31.3%	50.7%	18.1%	100%
SA 7	42	72	20	134
Percent	31.3%	53.7%	14.9%	100%
SA 8	106	167	64	337
Percent	31.5%	49.6%	19.0%	100%
Total	599	1,011	415	2,025
Percent	29.6%	49.9%	20.5%	100%

Note: Highest and lowest percent are in bold.

Table 1.27 shows that in all Service Areas, a total of 29.6% of the YSS reported that they were on medication for emotional/behavioral problems as compared with 49.9% that were not.

SA 8, at 31.5%, for the YSS, had the highest percent reporting that they were on medication for emotional/behavioral problems as compared with the lowest percent in SA 4 at 23.6%.

TABLE 1.28: YSS - DID THE DOCTOR OR NURSE TELL YOU WHAT MEDICATION SIDE EFFECTS TO WATCH FOR? (N=2,025)

	Yes	No	No Response	Total
SA 1	17	8	49	74
Percent	23.0%	10.8%	66.2%	100%
SA 2	153	106	397	656
Percent	23.3%	16.2%	60.5%	100%
SA 3	78	43	183	304
Percent	25.7%	14.1%	60.2%	100%
SA 4	41	51	150	242
Percent	16.9%	21.1%	62.0%	100%
SA 5	36	15	83	134
Percent	26.9%	11.2%	61.9%	100%
SA 6	34	26	84	144
Percent	23.6%	18.1%	58.3%	100%
SA 7	28	22	84	134
Percent	20.9%	16.4%	62.7%	100%
SA 8	79	73	185	337
Percent	23.4%	21.7%	54.9%	100%
Total	466	344	1,215	2,025
Percent	23.0%	17.0%	60.0%	100%

Note: Highest and lowest percent are in bold

Table 1.28 shows that for the YSS in all Service Areas, 23.0% reported that: “The Doctor or Nurse had told Them What Side Effects to Watch For,” as compared with 17.0% that did not. SA 5, at 26.9%, for the YSS, had the highest percent reporting that: “The Doctor or Nurse had Told Them What Side Effects to Watch For,” as compared with the lowest percent in SA 4 at 16.9%.

TABLE 1.29: YSS - DO YOU HAVE MEDI-CAL (MEDICAID) INSURANCE?
(N=2,025)

	Yes	No	No Response	Total
SA 1	46	7	21	74
Percent	62.2%	9.5%	28.4%	100%
SA 2	378	65	213	656
Percent	57.6%	9.9%	32.5%	100%
SA 3	234	18	52	304
Percent	77.0%	5.9%	17.1%	100%
SA 4	147	22	73	242
Percent	60.7%	9.1%	30.2%	100%
SA 5	87	15	32	134
Percent	64.9%	11.2%	23.9%	100%
SA 6	92	13	39	144
Percent	63.9%	9.0%	27.1%	100%
SA 7	89	16	29	134
Percent	66.4%	11.9%	21.6%	100%
SA 8	225	18	94	337
Percent	66.8%	5.3%	27.9%	100%
Total	1,298	174	553	2,025
Percent	64.1%	8.6%	27.3%	100%

Note: Highest and lowest percent are in bold.

Table 1.29 shows that in all Service Areas, a total of 64.1% of the YSS reported that they had Medi-Cal (Medicaid) insurance as compared with 8.6% that did not.

SA 3, at 77.0%, for the YSS, had the highest percent reporting that they had Medi-Cal (Medicaid) insurance as compared with the lowest percent in SA 2 at 57.6%.

SA 7 at 11.9% had the highest percent of non Medi-Cal insured Youth as compared with the lowest percent in SA 8 at 5.3%.

SUMMARY

A total of 2,071 YSS-F representing 51.4% responded that their child had seen a medical doctor or a nurse in the last year either for a check-up or because he/she was sick. The highest response to this question was in SA 1 at 59.1% as compared with the lowest in SA 2 at 45.4%. Approximately, 8.4% of the YSS-F in SA 1 reported that their child was taken to the ER as compared with the lowest percent in SA 4 at 3.3%.

Among the YSS-F 28.6% said their child was on medication for emotional /behavioral problems. The highest proportion was in SA 1 at 44.4% as compared with the lowest proportion in SA 4 at 17.3%.

Among all the YSS-F surveys 24.0% reported that the doctor or nurse told them or their child about the side effects of medication. The highest response to this question was in SA 1 at 36.4% and the lowest was in SA 4 at 15.8%.

The majority of YSS-F at 71.8% reported that their child has Medi-Cal (Medicaid) insurance. The highest response to this question was in SA 6 at 81.1% and the lowest was in SA 2 at 62.5%.

Among the YSS, 44.3% reported they saw a medical doctor or nurse in the last year. The highest response was in SA 3 at 51.0% and the lowest was in SA 1 at 32.4%.

Among the YSS 29.6% reported they were on medication for emotional/ behavioral problems. The highest response was in SA 8 at 31.5% and the lowest in SA 4 at 23.6%.

Only 23.0% of the YSS reported that their doctor or nurse discussed medication side effects. The highest response was in SA 5 at 26.9% and the lowest was in SA 4 at 16.9%.

Among the YSS 64.1% reported that they had Medi-Cal (Medicaid) insurance. The highest response was in SA 3 at 77.0% and the lowest in SA 2 at 57.0%.

ANNUAL COUNTY PERFORMANCE OUTCOMES

SUMMARY REPORT

BACKGROUND

Part II summarizes the results of the seven (7) selected survey items from the State Performance Outcome surveys. These surveys were administered in Clinic (Outpatient, Day Treatment) and Field Based Programs. These data sets constitute County Performance Outcome and were administered in the eight (8) Service Areas in the County of Los Angeles from August 20, 2013 to August 24, 2013. The County Performance Outcome surveys for the four (4) age groups are described below:

YOUTH SERVICES SURVEY FOR FAMILIES (YSS-F, FAMILY MEMBER OF CONSUMERS AGES 0-17 YEARS)

1. I felt my child had someone to talk to when he/she was troubled. (Source: YSS-F, #5)
2. The location of services was convenient for me. (Source: YSS-F, #8)
3. Services were available at times that were convenient for me (Source: YSS-F, #9)
4. Staff was sensitive to my cultural/ethnic background. (Source: YSS-F, #15)
5. My child gets along better with family members. (Source: YSS-F, #17)
6. My child is doing better in school and/or work. (Source: YSS-F, #19)
7. In a crisis, I would have the support I need from family or friends (Source: YSS-F, #25)

YOUTH SERVICES SURVEY FOR YOUTH (YSS) (AGES 13-17 YEARS)

1. I felt I had someone to talk to when I was troubled. (Source: YSS, #5)
2. The location of services was convenient for me. (Source: YSS, #8)
3. Services were available at times that were convenient for me. (Source: YSS, #9)
4. Staff was sensitive to my cultural/ethnic background. (Source: YSS, #15)
5. I get along better with family members. (Source: YSS, #17)
6. I am doing better in school and/or work. (Source: YSS, #19)
7. In a crisis, I would have the support I need from family or friends. (Source: YSS, #25)

ADULTS (AGES 18-59 YEARS)

1. The location of services was convenient for me. (Source: Adult MHSIP, #4)
2. Staff was willing to see me as often as I felt it was necessary. (Source: Adult MHSIP, #5)
3. Services were available at times that were good for me. (Source: Adult MHSIP, #7)
4. Staff was sensitive to my cultural background. (Source: Adult MHSIP, #18)
5. I deal more effectively with daily problems. (Source: Adult MHSIP, #21)
6. I do better in school and/or work. (Source: Adult MHSIP, #26)
7. My symptoms are not bothering me as much. (Source: Adult MHSIP, #28)

OLDER ADULTS (AGES 60 YEARS AND OVER)

1. The location of services was convenient. (Source: Adult MHSIP, #4)
2. Staff was willing to see me as often as I felt it was necessary. (Source: Adult MHSIP, #5)
3. Services were available at times that were good for me. (Source: Adult MHSIP, #7)
4. Staff was sensitive to my cultural background. (Source: Adult MHSIP, #18)
5. I deal more effectively with daily problems. (Source: Adult MHSIP, #21)
6. I do better in school and/or work. (Source: Adult MHSIP, #26)
7. My symptoms are not bothering me as much. (Source: Adult MHSIP, #28)

The following four Outcome Measures are common to all four age-group surveys:

- The location of services was convenient for me.
- Services were available at times that were convenient/good for me/us.
- Staff was sensitive to my cultural/ethnic background.
- I/my child am/is doing better in school and/or work.

The following three Outcome Measures are common to the YSS-F and the YSS.

- My child/I had someone to talk to when troubled.
- My child/I get along better with family members.
- In a crisis, I would have the support I need from family or friends.

The following three Outcome Measures are common to the Adult and Older Adult surveys.

- Staff was willing to see me as often as I felt it was necessary.
- I deal more effectively with my daily problems.
- My symptoms are not bothering me as much.

The following Tables and Figures summarize the Follow-up Data County Performance Outcome results obtained during the August 2012 survey period.

DATA ANALYSIS FOR COUNTY PERFORMANCE OUTCOME MEASURES

TABLE 2.1: AVERAGE PERCENT STRONGLY AGREE OR AGREE WITH COUNTY PERFORMANCE OUTCOMES
YSS-F & YSS
August 2012

Performance Outcome		YSS-F (N = 4028)	Among Service Areas*		YSS (N = 2025)	Among Service Areas*	
			Highest	Lowest		Highest	Lowest
1	I felt my child/I had someone to talk to when he/she/I was troubled.	90.5%	SA 5 (93.4%)	SA 8 (88.4%)	80.9%	SA 6 (86.4%)	SA 4 (73.9%)
2	Location of services was convenient for us/me.	91.0%	SA 3 (92.6%)	SA 1 (89.7%)	80.6%	SA 7 (88.6%)	SA 4 (72.1%)
3	Services were available at times that were convenient for us/me.	93.2%	SA 5 (94.2%)	SA 1 (91.6%)	80.6%	SA 8 (86.9%)	SA 4 (69.6%)
4	Staff were sensitive to my cultural/ethnic background.	94.8%	SA 5 (98.6%)	SA 1 (91.6%)	82.7%	SA 7 (90.3%)	SA 4 (75.5%)
5	My child/I gets along better with family members.	76.2%	SA 4 (82.8%)	SA 1 (69.5%)	72.6%	SA 7 (78.2%)	SA 1 (69.8%)
6	My child /I am doing better in school and /or work.	72.4%	SA 4 (81.8%)	SA 1 (62.3%)	75.7%	SA 4 (80.6%)	SA 5 (67.0%)
7	In a crisis, I would have the support I need from family or friends.	85.6%	SA 6 (90.1%)	SA 4 (81.9%)	81.8%	SA 7 (84.9%)	SA 5 (75.7%)

¹Highest and lowest percent are in bold.

* Statistically significant at $p \leq .05$

Table 2.1 shows the percent of the YSS-F and the YSS that “Strongly Agree” or “Agree” with the seven (7) County Performance Outcomes.

Following is the percent of YSS-F and YSS who Strongly Agree or Agree with the County Outcomes from highest to the lowest.

The YSS-F average percents were: (4) “Staff were sensitive to my cultural/ethnic background” at 94.8%; (3) “Services were available at times that were convenient” at 93.2%; (2) “Location of services was convenient” at 91.0%; (1) “I felt my child had someone to talk to when he/she was troubled” at 90.5%; (7) “In crisis I would have the support I need from family or friends” at 85.6%; (5) “My child gets along better with family members” at 76.2%; and (6) “My child is doing better in school and /or work” at 72.4%.

The YSS average percents were: (4) “Staff was sensitive to my cultural/ethnic background” at 82.7%; (7) “In crisis I would have the support I need from family or friends” at 81.8%; (1) “I felt I had someone to talk when I was troubled” at 80.9 %; (2) “Location of services was convenient” at 80.6%; (3) Services were available at times that were convenient” at 80.6%; (6) “I am doing better in school and/or work” at 75.7%; and (5) “I get along better with family members” at 72.6%.

**TABLE 2.2: AVERAGE PERCENT STRONGLY AGREE OR AGREE WITH COUNTY
PERFORMANCE OUTCOMES
ADULT & OLDER ADULT
August 2012**

Performance Outcome		Adult (N = 3973)	Among Service Areas*		Older Adult (N = 426)	Among Service Areas*	
			Highest	Lowest		Highest	Lowest
1	The location of services was convenient (Parking, Public Transportation, Distance, etc.)	82.1%	SA 3 (87.3%)	SA 2 (76.7%)	87.7%	SA 7 (93.1%)	SA 6 (78.6%)
2	Staff were willing to see me as often as I felt was necessary.	86.6%	SA 7 (88.5%)	SA 1 (83.4%)	93.9%	SA 3 100.0%)	SA 1 (66.7%)
3	Services were available at times that were good for me.	89.0%	SA 1 91.0%)	SA 7 (87.6%)	95.3%	SA 1 (100.0%)	SA 7 (89.7%)
4	Staff were sensitive to my cultural background (race, religion, language, etc).	85.2%	SA 4 87.2%)	SA 5 78.2%)	90.3%	SA 3 100.0%)	SA 7 (76.9%)
5	I deal more effectively with daily problems.	78.5%	SA 5 (83.5%)	SA 1 (71.3%)	83.2%	SA 6 (93.3%)	SA 3 (78.9%)
6	I do better in school and/or work.	59.0%	SA 5 62.7%)	SA 1 (49.1%)	62.6%	SA 6 88.9%)	SA 5 (27.3%)
7	My symptoms are not bothering me as much.	63.0%	SA 7 68.6%)	SA 1 50.3%)	72.5%	SA 8 (81.3%)	SA 1 (33.3%)

¹Highest and lowest averages are in bold.

* Statistically significant at $p \leq .05$

Table 2.2 shows the percent of Adults and Older Adults that “Strongly Agree” or “Agree” with the seven (7) County Performance Outcome Measures.

Following is the percent of Adults and Older Adults who Strongly Agree or Agree with the County Outcomes from highest to the lowest.

The Adult average percents were: (3) “Services were available at times that were good for me” at 89.0%; (2) “Staff were willing to see me as often as I felt was necessary” at 86.6%; (4) “Staff were sensitive to my cultural background” at 85.2%; (1) “The location of services was convenient” at 82.1%; (5) “I deal more effectively with daily problems” at 78.5%; (7) “My symptoms are not bothering me as much” at 63.0%; and (6) “I do better in school and/or work” at 59.0%.

The Older Adult average percents were: (3) “Services were available at times that were good for me” at 95.3%; (2) “Staff were willing to see me as often as I felt was necessary” at 93.9%; (4) “Staff were sensitive to my cultural background” at 90.3%; (1) “The location of services was convenient” at 87.7%; (5) “I deal more effectively with daily problems” at 83.2%; (7) “My symptoms are not bothering me as much” at 72.5% and (6) “I do better in school and/or work” at 62.6%.

**TABLE 2.3: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES
AMONG THE YSS-F, YSS, ADULT & OLDER ADULT**

May 2009					
Outcome Measure	YSS-F (N = 6889)	YSS (N=4577)	Adult (N=5559)	Older Adult (N = 615)	Average for All Age Groups
1. Location of services was convenient	93.3%	82.9%	84.6%	90.0%	87.7%
2. Services were available at times that were convenient	94.1%	81.7%	89.7%	93.4%	89.7%
3. Staff were sensitive to cultural/ethnic background	95.5%	84.6%	84.6%	91.2%	89.0%
4. Doing better in school and/or work	73.9%	73.4%	62.4%	69.1%	69.7%
February 2012					
Outcome Measure	YSS-F (N = 9920)	YSS (N = 5976)	Adult (N=9855)	Older Adult (N = 1211)	Average for All Age Group
1. Location of services was convenient	93.7%	81.0%	84.7%	82.4%	85.5%
2. Services were available at times that were convenient	94.2%	81.7%	89.5%	93.2%	89.7%
3. Staff was sensitive to cultural/ethnic background	91.2%	76.8%	86.0%	90.8%	86.2%
4. Doing better in school and /or work	71.7%	73.0%	52.3%	40.1%	59.3%
August 2012					
Outcome Measure	YSS-F (N = 4028)	YSS (N=2025)	Adult (N=3973)	Older Adult (N = 426)	Average for All Age Groups
1. Location of services was convenient	91.0%	80.6%	82.1%	87.7%	85.4%
2. Services were available at times that were convenient	93.2%	80.6%	89.0%	95.3%	89.5%
3. Staff were sensitive to cultural/ethnic background	94.8%	82.7%	85.2%	90.3%	88.3%
4. Doing better in school and/or work	72.4%	75.7%	59.0%	62.6%	67.4%

Table 2.3 shows the four (4) County Performance Outcome Measures that were common to the YSS-F, YSS, Adult and Older Adult surveys. The four measures used a 5-point Likert Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral/Undecided, 4 = Agree and 5 = Strongly Agree. The measures across each age group were compared and a combined average for all age groups was computed.

Table 2.3 shows that the average percents for all four County Performance Outcomes were lower in August 2012 than in May 2009. The highest average percents for all age groups in August 2012 were (2) “Services were available at times that were convenient” at 89.5%, (3) “Staff were sensitive to cultural/ethnic background” at 88.3% and (1) “Location of services was convenient” at 85.4%. “Doing better in school and/or work” had the lowest percent at 67.4% in August 2012 as compared with 69.7% in May 2009.

TABLE 2.4: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES IN THE YSS-F & YSS

Outcome Measure	May 09 YSS-F (N = 6889)	May 09 YSS (N = 4577)	February 12 YSS-F (N = 9920)	February 12 YSS (N = 5976)	August 12 YSS-F (N = 4028)	August 12 YSS (N = 2025)	Average for All Three Survey Periods- YSS-F & YSS
1. I felt my child/I had someone to talk when He/She/I was troubled.	92.8%	82.9%	90.1%	82.9%	90.5%	80.9%	86.7%
2. My child/I gets along better with family members.	75.9%	70.1%	76.4%	67.8%	76.2%	72.6%	73.2%
3. In a crisis, I would have the support I need from family or friends.	87.4%	86.8%	86.9%	81.5%	85.6%	81.8%	85.0%

Table 2.4 shows the average percents for May 2009 and February/August 2012 Performance Outcome Measures for the YSS-F and YSS. The highest average percent was (1) “I felt my child/I had someone to talk when He/She/I was troubled” at 86.7%, followed by (3) “In a crisis, I would have the support I need from family or friends” at 85.0% and (2) “My child gets along better with family members” at 73.2%.

Table 2.4 also shows that results from the August 2012 survey period were generally similar to those from May 2009 and February 2012. Also the YSS-F average percents were generally higher than the YSS average percents.

TABLE 2.5: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES IN THE ADULT & OLDER ADULT

Outcome Measure	May 09 Adult (N=5,559)	May 09 Older Adult (N = 615)	February 12 Adult (N = 9855)	February 12 Older Adult (N = 1211)	August 12 Adult (N = 3973)	August 12 Older Adult (N = 426)	Average for All Three Survey Periods - Adult & Older Adult
1. Staff was willing to see me as often as I felt was necessary.	87.3%	90.8%	88.5%	91.7%	86.6%	93.9%	89.8%
2. I deal more effectively with daily problems.	76.4%	77.9%	71.8%	76.6%	78.5%	83.2%	77.4%
3. My symptoms are not bothering me as much.	63.7%	65.4%	60.0%	66.4%	63.0%	72.5%	65.2%

Table 2.5 shows the average percents for May 2009 and February/August 2012 Performance Outcome Measures for Adults and Older Adults. The highest average percents were (1) “Staff was willing to see me as often as I felt was necessary” at 89.8%. This was followed by (2) “I deal more effectively with my daily problems” at 77.4% and (3) “My symptoms are not bothering me as much” at 65.2%. Generally Adult average percents were similar in May 2009, February 2012 and August 2012. Older Adults had higher average percents in August 2012 as compared with May 2009 and February 2012.

TABLE 2.6: RANKORDER OF COUNTY OUTCOME MEASURES¹ – August 2012

Outcome Measure	Average Percent ²	Rank Order
Staff were willing to see me as often as I felt necessary ³	89.8%	1
Services were available at times that were convenient ⁴	89.6%	2
Staff were sensitive to cultural/ ethnic background ⁴	87.8%	3
I felt my child/ I had someone to talk to when he/she/I was troubled ⁵	86.7%	4
Location of services was convenient ⁴	86.2%	5
In a crisis I would have the support I need from family and friends ⁵	85.0%	6
I deal more effectively with daily problems ³	77.4%	7
My child/I get along better with family members ⁵	73.2%	8
Doing better in school and / or work ⁴	65.5%	9
Symptoms are not bothering me as much ³	65.2%	10

¹ Computed average percent for May 09, February 12 and August 12

² Percent “Strongly Agree” or “Agree”

³ Outcomes for Adults & Older Adults only

⁴ Outcomes for YSS-F, YSS, Adult & Older Adult

⁵ Outcomes for YSS-F & YSS only

The average percent in Table 2.6 was computed by combining the results for the May 2009, February 2012 and August 2012 survey periods. The highest average percent for “Strongly Agree” or “Agree” for the Performance Outcome measure was (1) “Staff were willing to see me as often as I felt it was necessary” at 89.8%; (2) “Services were available at times that were convenient” at 89.6%; (3) Staff were sensitive to my cultural or ethnic background” at 87.8%; The lowest average percent was (10) “Symptoms are not bothering me as much” at 65.2%.

YSS-F COUNTY PERFORMANCE OUTCOMES BY SERVICE AREA

Performance Outcome Measures for the YSS-F by Service Areas are shown in Figures 2.1 to 2. 7.

Figure 2.1 YSS-F: Q1 "I FELT MY CHILD HAD SOMEONE TO TALK TO WHEN HE/SHE WAS TROUBLED"

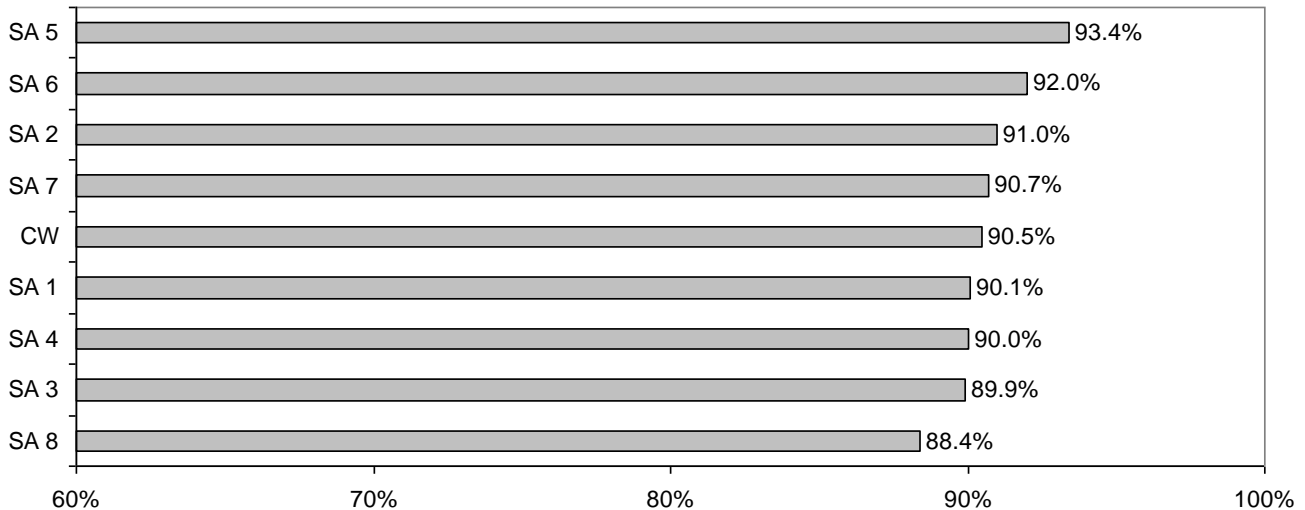


Figure 2.1 shows the percent of the YSS-F who Agree or Strongly Agree on the Performance Outcome Measure "I felt my child had someone to talk to when he/she was troubled". SA 5 had the highest percent at 93.4% and SA 8 had the lowest percent at 88.4%.

Figure 2.2 YSS-F: Q2 "LOCATION OF SERVICES WAS CONVENIENT FOR US"

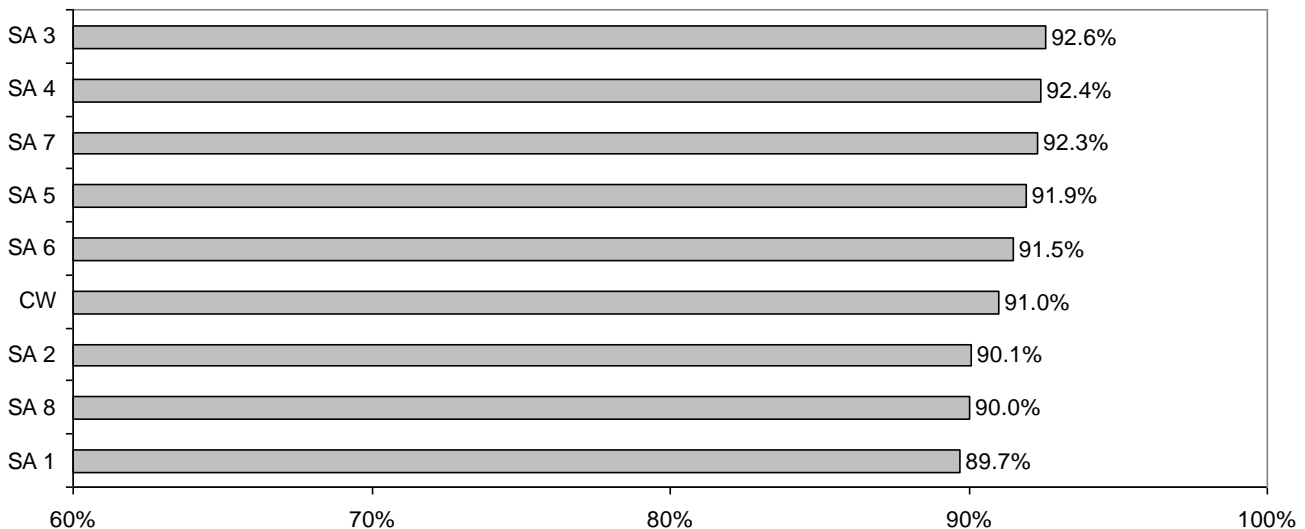


Figure 2.2 shows the percent of the YSS-F who Agree or Strongly Agree with the Performance Outcome Measure "The location of services was convenient for us". SA 3 had the highest percent at 92.6% and SA 1 had the lowest percent at 89.7%.

Figure 2.3 YSS-F: Q3 "SERVICES WERE AVAILABLE AT TIMES THAT WERE CONVENIENT FOR US"

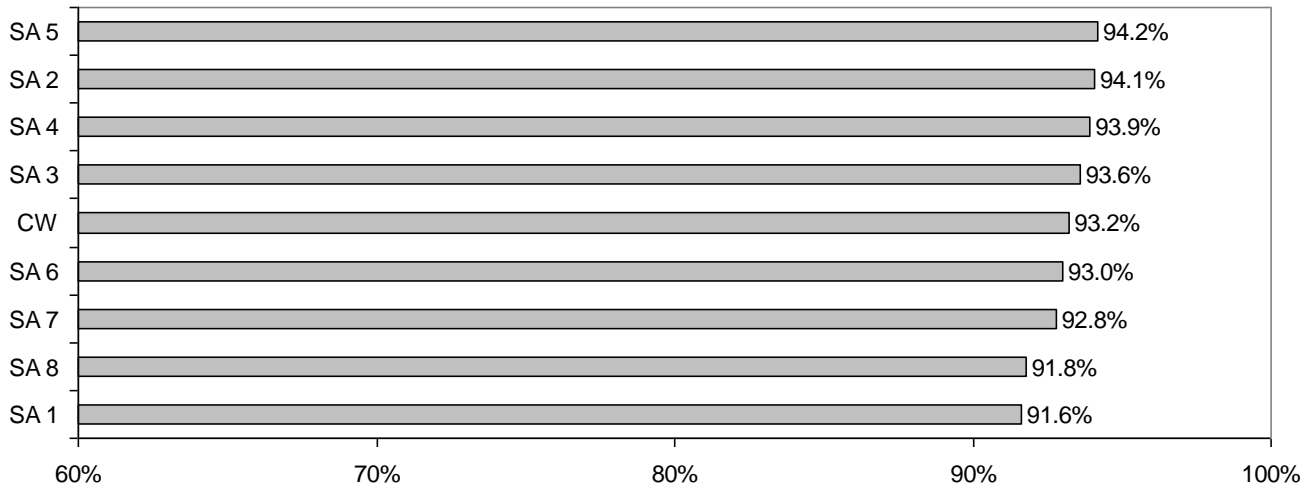


Figure 2.3 shows the percent of the YSS-F who Agree or Strongly Agree with the Performance Outcome Measure "Services were available at times that were convenient for us." SA 5 had highest percent at 94.2% and SA 1 had the lowest percent at 91.6%.

Figure 2.4 YSS-F: Q4 "STAFF WERE SENSITIVE TO MY CULTURAL / ETHNIC BACKGROUND"

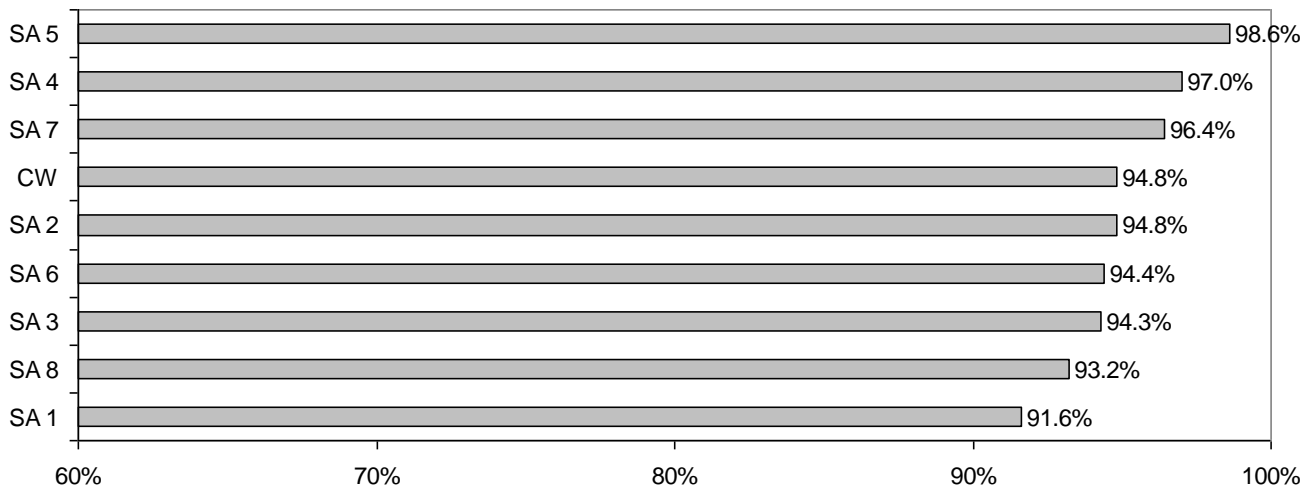


Figure 2.4 shows the percent of the YSS-F who Agree or Strongly Agree with the Performance Outcome Measure "Staff were sensitive to my cultural/ethnic background." SA 5 had the highest proportion of YSS-F at 98.6% and SA 1 had the lowest percent at 91.6%.

Figure 2.5 YSS-F: Q5 "MY CHILD GETS ALONG BETTER WITH FAMILY MEMBERS"

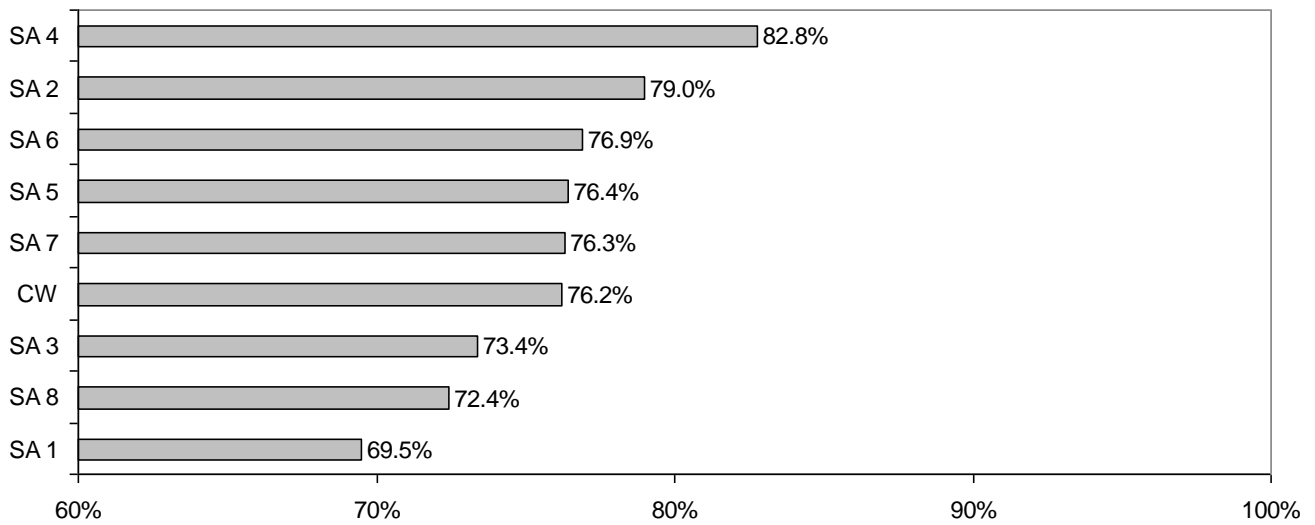


Figure 2.5 shows the percent of the YSS-F who Agree or Strongly Agree to the Performance Outcome "My child gets along better with family members." SA 4 had the highest percent at 82.8% and SA 1 had the lowest percent at 69.5%.

Figure 2.6 YSS-F: Q6 "MY CHILD IS DOING BETTER IN SCHOOL AND / OR WORK"

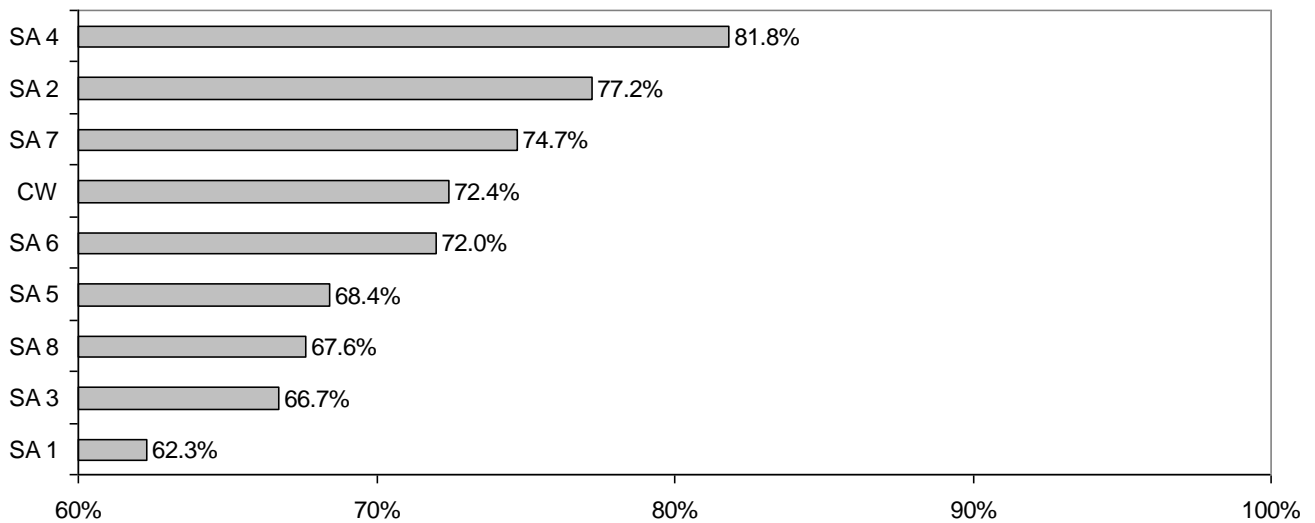


Figure 2.6 shows percent of the YSS-F who Agree or Strongly Agree with the Performance Outcome Measure "My child is doing better in school and/or work". SA 4 had the highest percent at 81.8% and SA 1 had the lowest percent at 62.3%.

Figure 2.7 YSS-F: Q7 "IN CRISIS I WOULD HAVE THE SUPPORT I NEED FROM FAMILY OR FRIENDS"

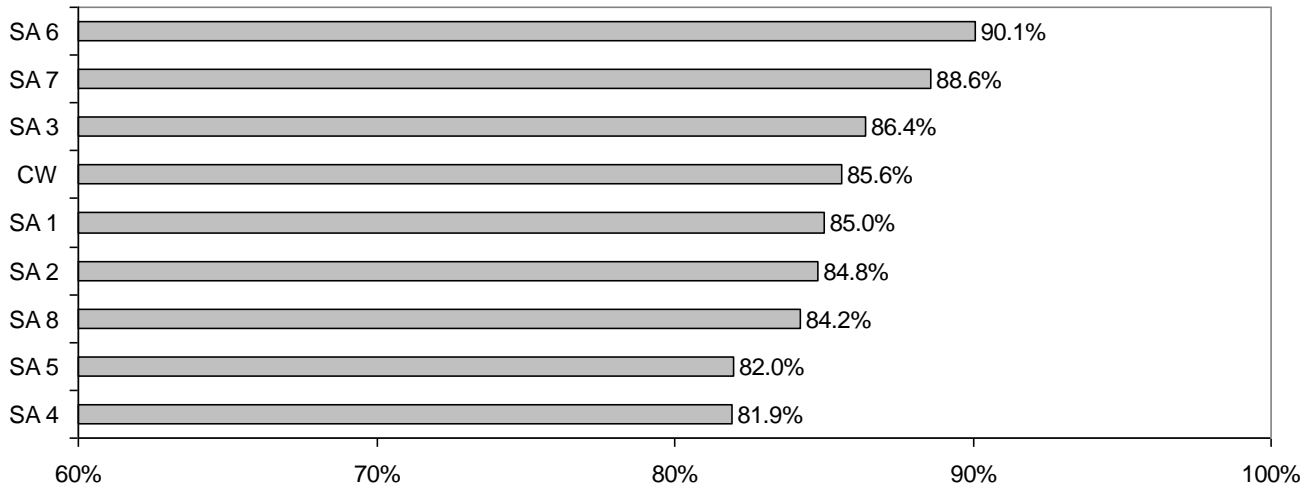
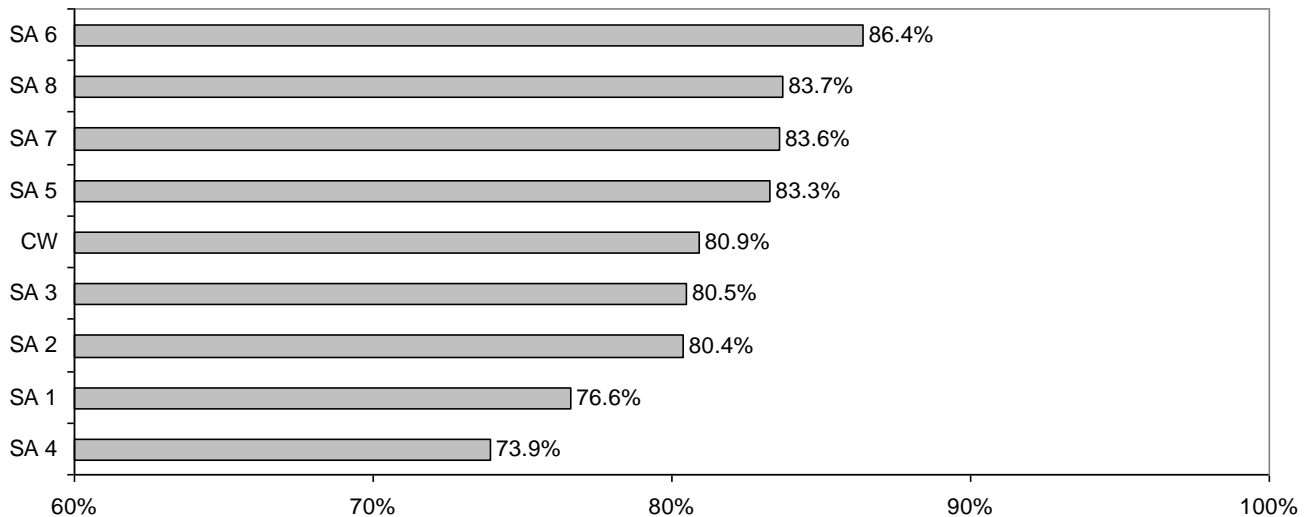


Figure 2.7 shows percent of the YSS-F who Agree or Strongly Agree with the Performance Outcome Measure “In a crisis, I would have the support I need from my family or friends.” SA 6 had the highest percent at 90.1%, and SA 4 had the lowest percent at 81.9%.

YSS COUNTY PERFORMANCE OUTCOMES BY SERVICE AREA

Performance Outcome Measures for the YSS by Service Areas are shown in Figures 2.8 to 2.14.

Figure 2.8 YSS: Q1 "I FELT I HAD SOMEONE TO TALK TO WHEN HE/SHE WAS TROUBLED"



The Figure 2.8 shows the percent of the YSS who Agree or Strongly Agree with the Performance Outcome Measure “I feel my child had someone to talk to when he/she was troubled.” The highest percent was in SA 6 at 86.4% and the lowest percent was in SA 4 at 73.9%.

Figure 2.9 YSS: Q2 "LOCATION OF SERVICES WAS CONVENIENT FOR ME"

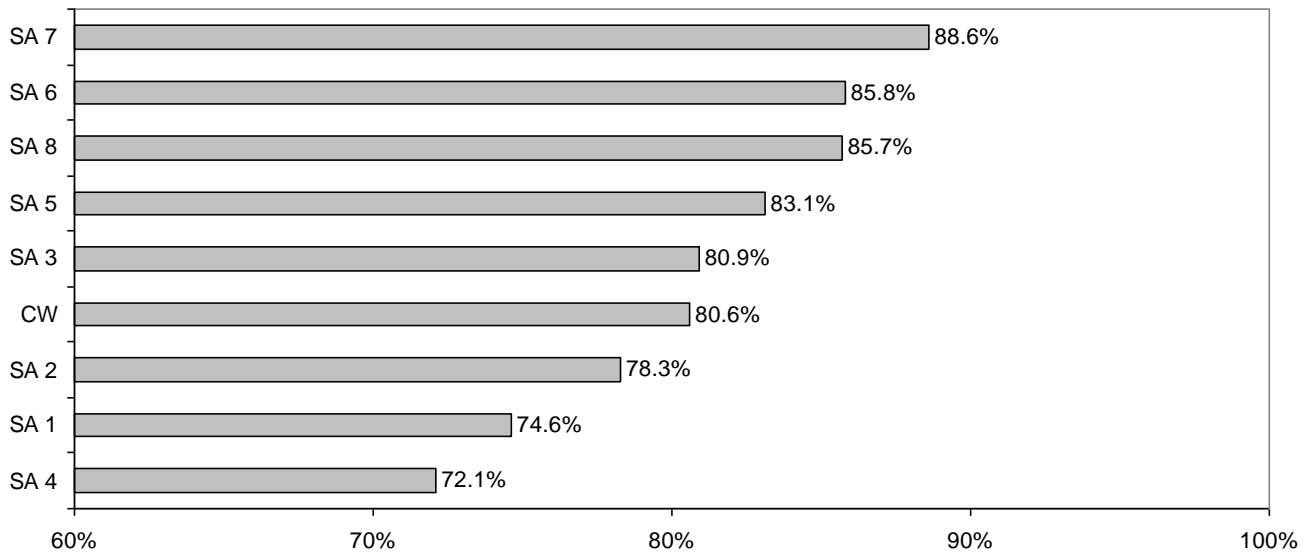


Figure 2.9 shows percent of the YSS who Agree or Strongly Agree with the Performance Outcome Measure "Location of services was convenient for me." The highest percent was in SA 7 at 88.6% and the lowest percent was in SA 4 at 72.1%.

Figure 2.10 YSS: Q3 "SERVICES WERE AVAILABLE AT TIMES THAT WERE CONVENIENT FOR ME"

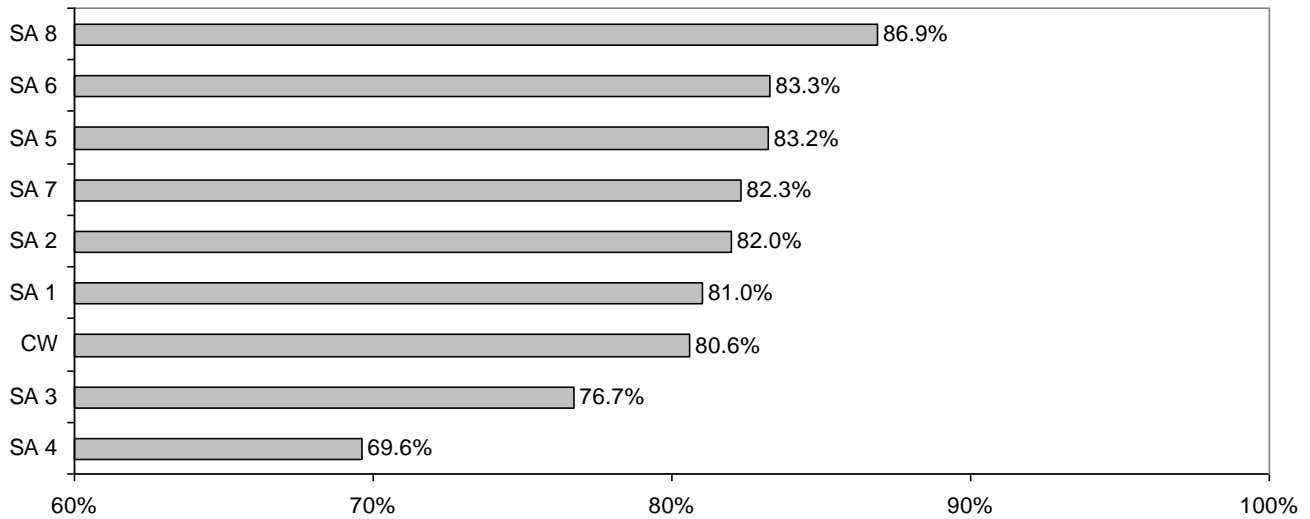


Figure 2.10 shows the percent of the YSS who Agree or Strongly Agree with the Performance Outcome Measure "Services were available at times convenient for me". SA 8 had the highest percent at 86.9% and SA 4 had the lowest percent at 69.6%.

Figure 2.11 YSS: Q4 "STAFF WERE SENSITIVE TO MY CULTURAL / ETHNIC BACKGROUND"

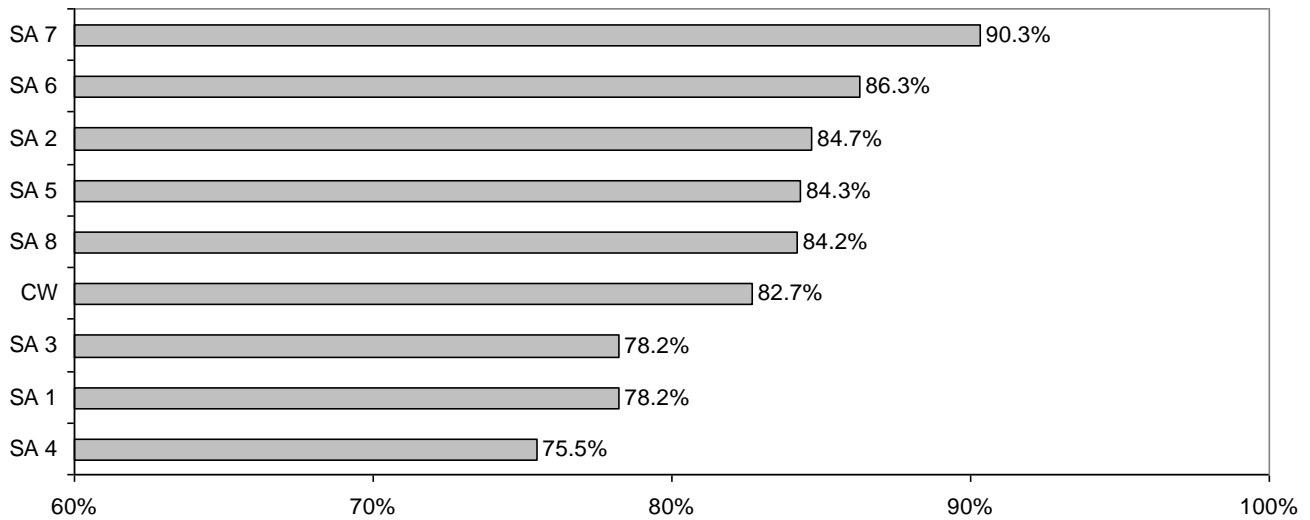


Figure 2.11 shows percent of the YSS who Agree or Strongly Agree with the Performance Outcome Measure "Staff were sensitive to my cultural background." SA 7 had the highest percent at 90.3% and SA 4 had the lowest percent at 75.5%.

Figure 2.12 YSS: Q5 "I GET ALONG BETTER WITH FAMILY MEMBERS"

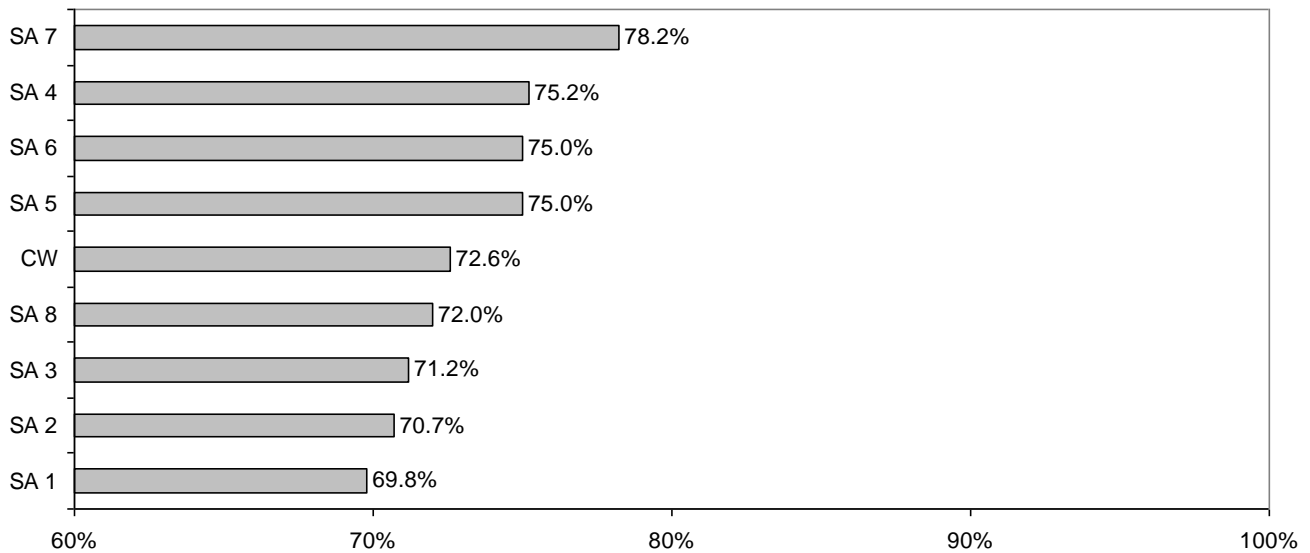


Figure 2.12 shows the percent of the YSS who Agree or Strongly Agree with the Performance Outcome Measure "I get along better with family members." SA 7 had the highest percent at 78.2% and SA 1 had the lowest percent at 69.8%.

Figure 2.13 YSS: Q6 "I AM DOING BETTER IN SCHOOL AND / OR WORK"

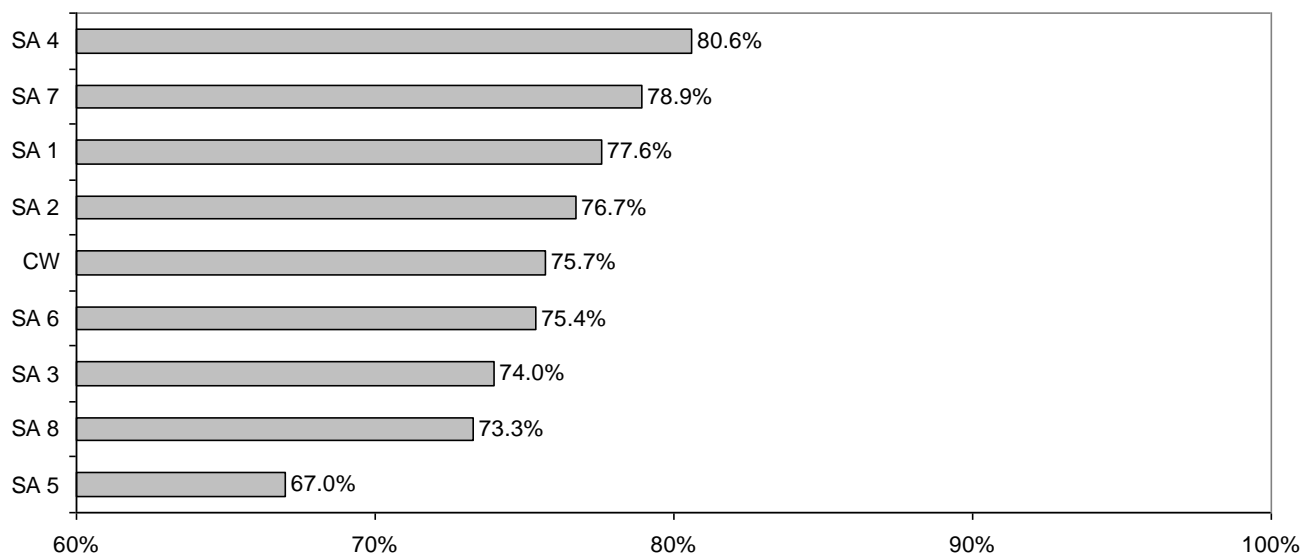


Figure 2.13 shows percent of the YSS who Agree or Strongly Agree with the Performance Outcome "I am doing better in school/work". SA 4 had the highest percent at 80.6% and SA 5 had the lowest percent at 67.0%.

Figure 2.14 YSS: Q7 "IN CRISIS I WOULD HAVE THE SUPPORT I NEED FROM FAMILY OR FRIENDS"

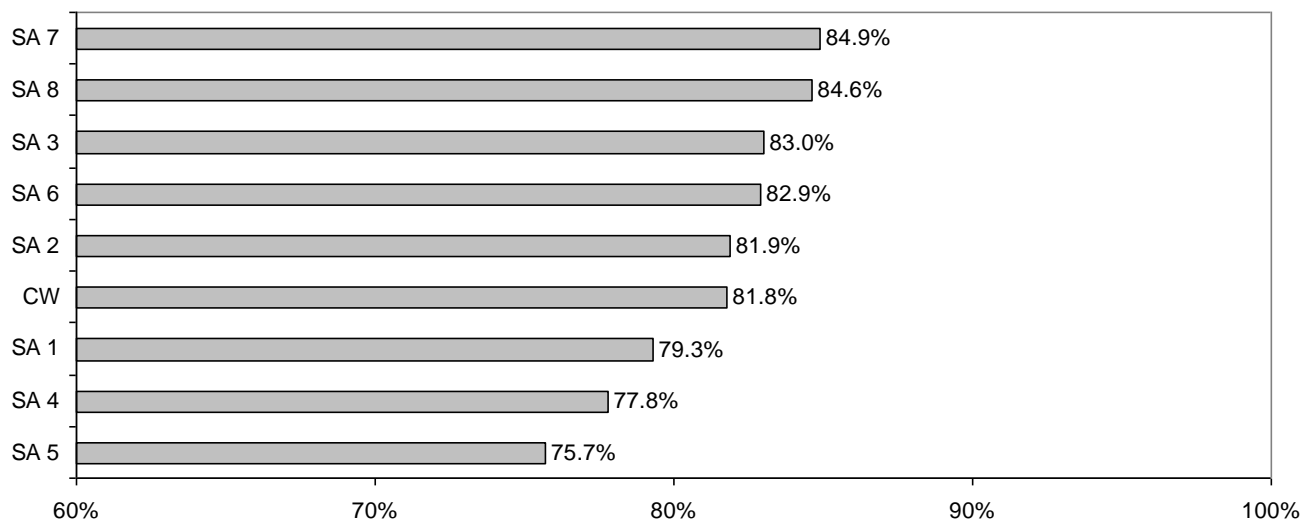


Figure 2.14 shows the percent of the YSS who Agree or Strongly Agree with the Performance Outcome Measure, "In a crisis, I would have the support I need from family or friends," SA 7 had the highest percent at 84.9% and SA 5 had the lowest percent at 75.7%.

ADULT COUNTY PERFORMANCE OUTCOME MEASURES BY SERVICE AREA:

Performance Outcome Measures for the Adults by Service Areas are shown in Figures 2.15 to 2. 21.

Figure 2.15 ADULT: Q1 "LOCATION OF SERVICES WAS CONVENIENT FOR ME"

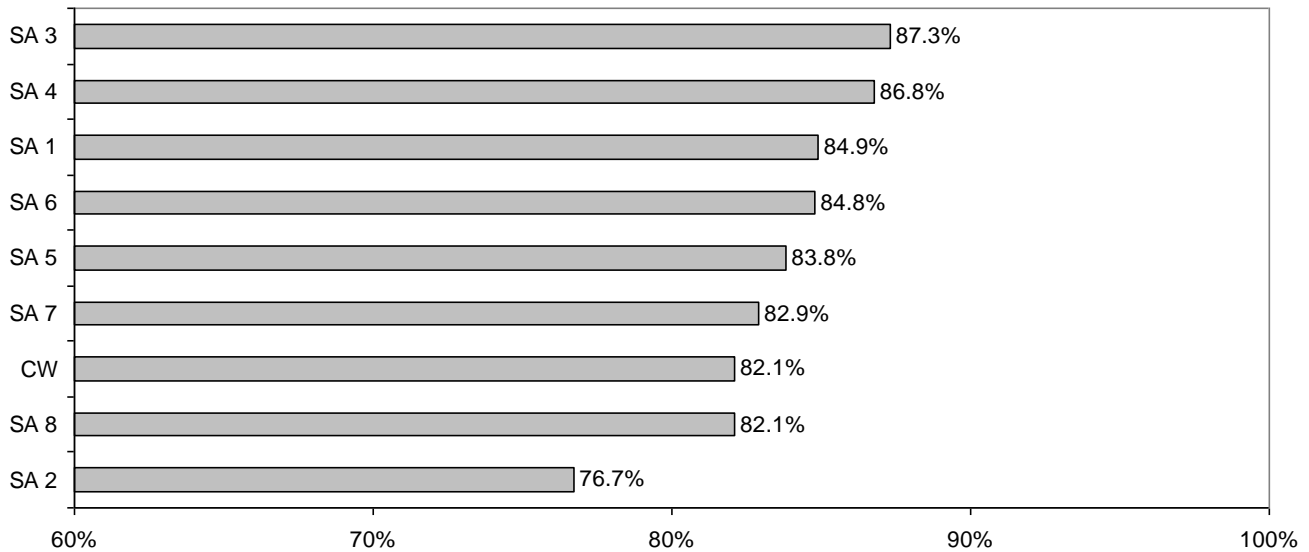


Figure 2.15 shows the percent of Adults who Agree or Strongly Agree with the Performance Outcome Measure, "Location of services was convenient for me." SA 3 had the highest percent of proportion of consumers who Agree or Strongly Agree to this Outcome at 87.3% and SA 2 had the lowest percent at 76.7%.

Figure 2.16 ADULT: Q2 "STAFF WERE WILLING TO SEE ME AS OFTEN AS I FELT NECESSARY"

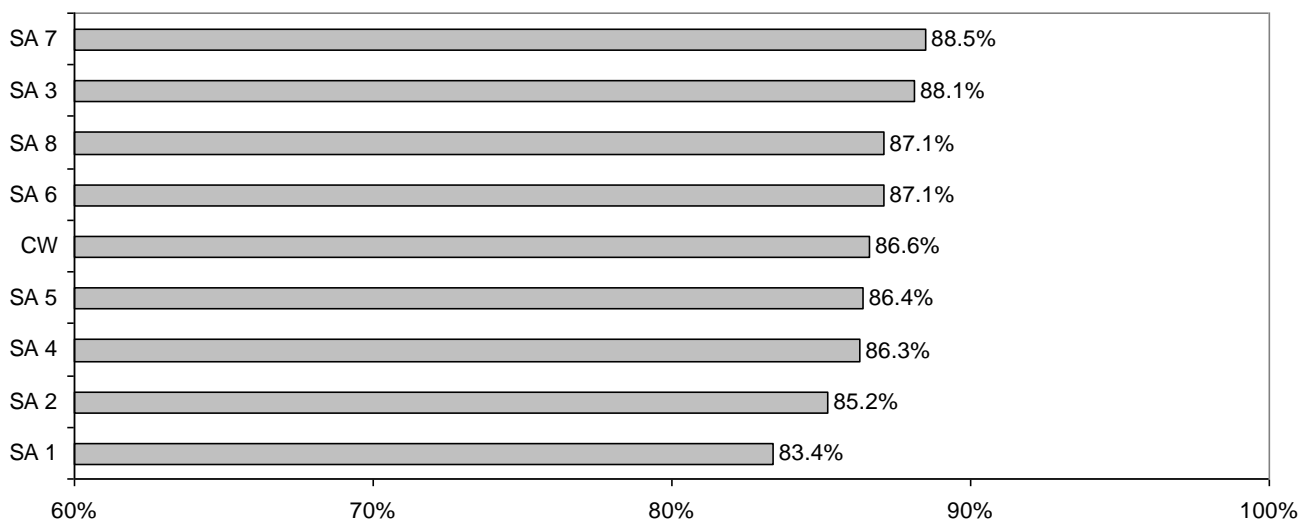


Figure 2.16 shows the percent of Adults who Agree or Strongly Agree with the Performance Outcome Measure "Staff were willing to see me as often as I felt necessary". SA 7 had the highest percent at 88.5% and SA 1 had the lowest percent at 83.4%.

Figure 2.17 ADULT: Q3 "SERVICES WERE AVAILABLE AT TIMES THAT WERE GOOD FOR ME"

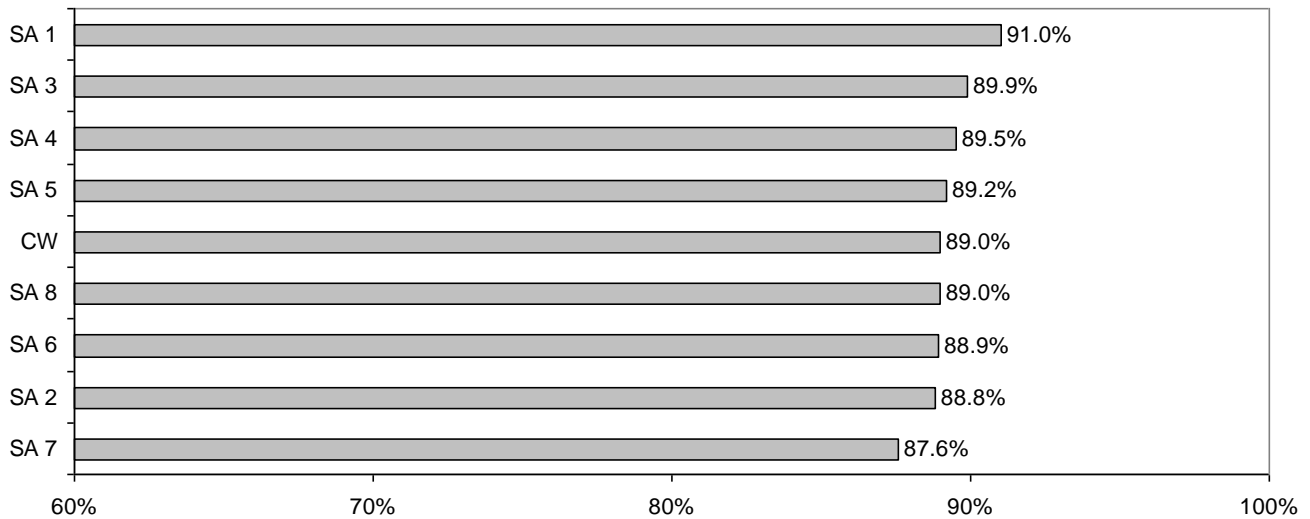


Figure 2.17 shows the percent of Adults who Agree or Strongly with the Performance Outcome Measure “Services were available at times that were good for me”. SA 1 had the highest percent at 91.0% and SA 7 had the lowest percent at 87.6%.

Figure 2.18 ADULT: Q4 "STAFF WERE SENSITIVE TO MY CULTURAL BACKGROUND"

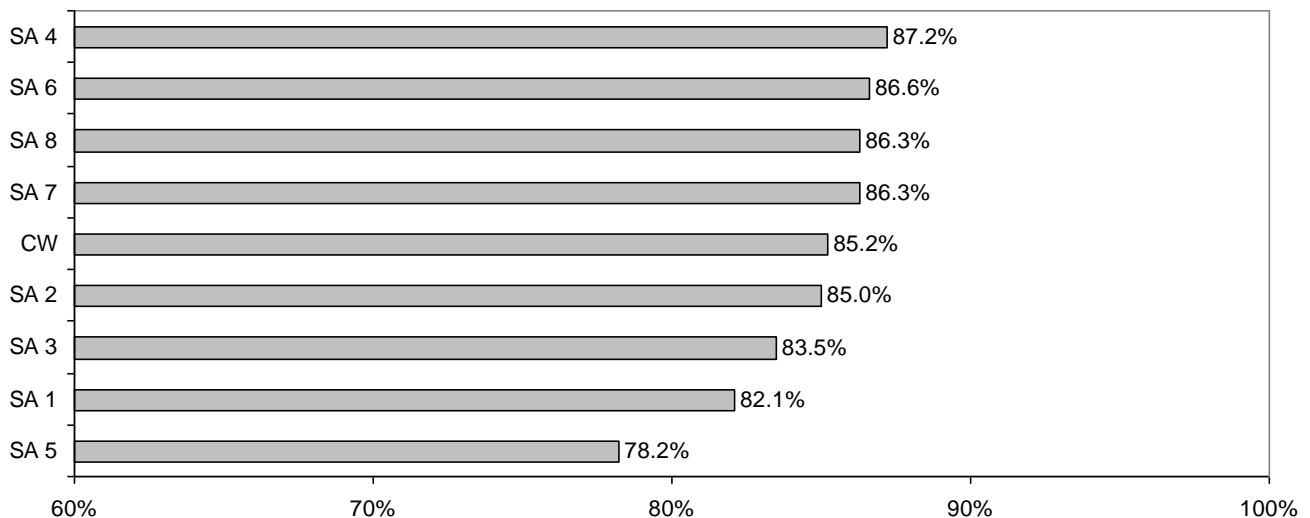


Figure 2.18 shows the percent of Adults who Agree or Strongly Agree with the Performance Outcome Measure, “Staff were sensitive to my cultural background.” SA 4 had the highest percent at 87.2%, and SA 5 had the lowest percent at 78.2%.

Figure 2.19 ADULT: Q5 "I DEAL MORE EFFECTIVELY WITH DAILY PROBLEMS"

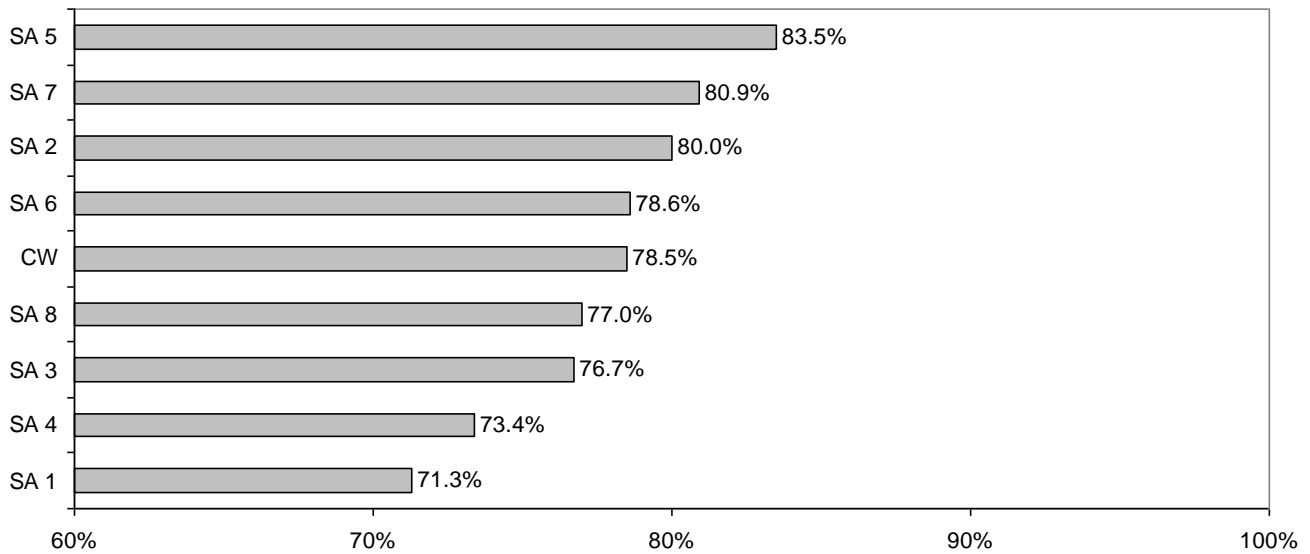


Figure 2.19 shows the percent of Adults who Agree or Strongly Agree with the Performance Outcome Measure "I deal more effectively with daily problems". SA 5 had the highest percent at 83.5% and SA 1 had the lowest percent at 71.3%.

Figure 2.20 ADULT: Q6 "I DO BETTER IN SCHOOL AND/OR WORK"

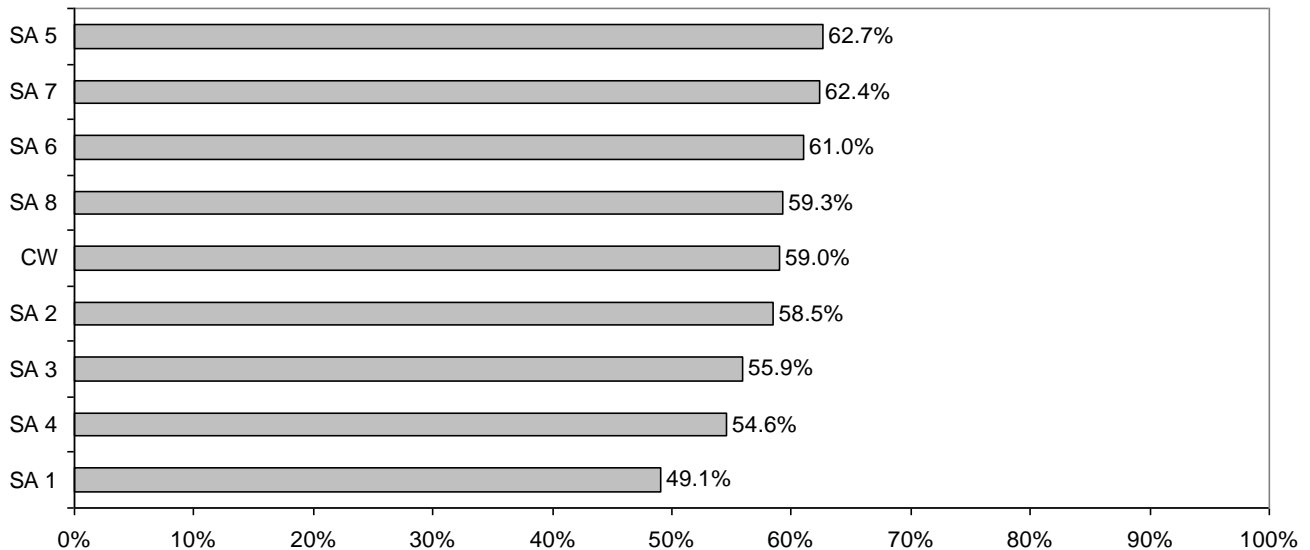


Figure 2.20 shows the percent of Adults who Agree or Strongly Agree with the Performance Outcome "I do better in school or work". SA 5 had the highest percent at 62.7% and SA 1 had the lowest percent at 49.1%.

Figure 2.21 ADULT: Q7 "MY SYMPTOMS ARE NOT BOTHERING ME AS MUCH"

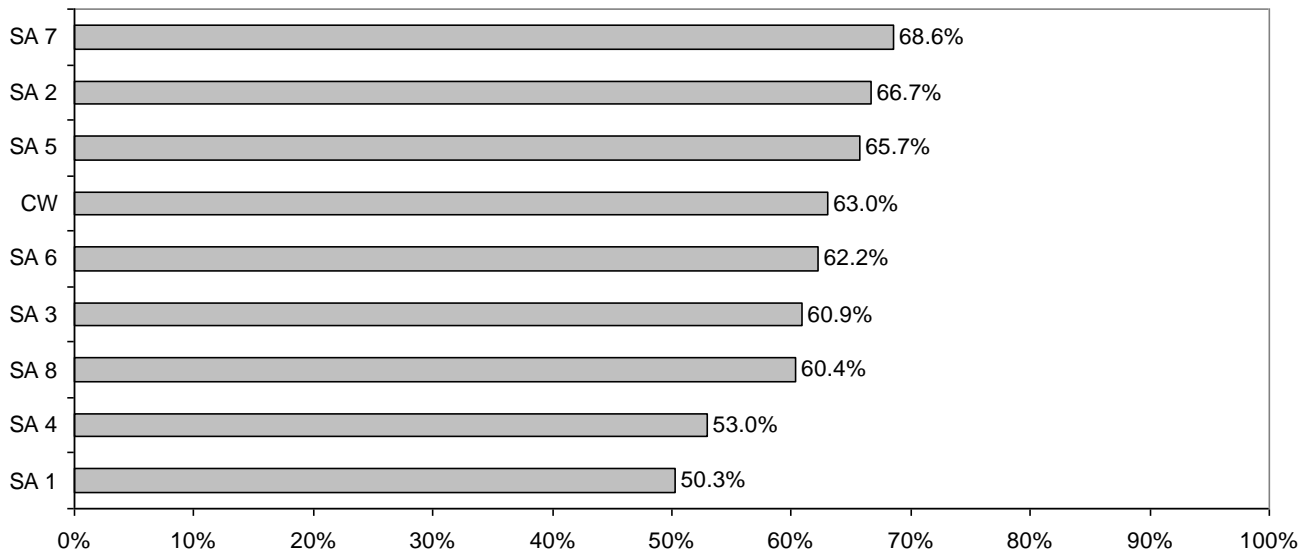


Figure 2.21 shows percent of Adults who Agree or Strongly Agree with the Performance Outcome Measure "My symptoms are not bothering me as much." SA 7 had the highest percent at 68.6% and SA 1 had the lowest percent at 50.3%.

OLDER ADULT COUNTY PERFORMANCE OUTCOME:

Performance Outcome Measures for the Older Adults by Service Areas are shown in Figures 2.22 to 2. 28.

Figure 2.22 OLDER ADULT: Q1 "LOCATION OF SERVICES WAS CONVENIENT FOR ME"

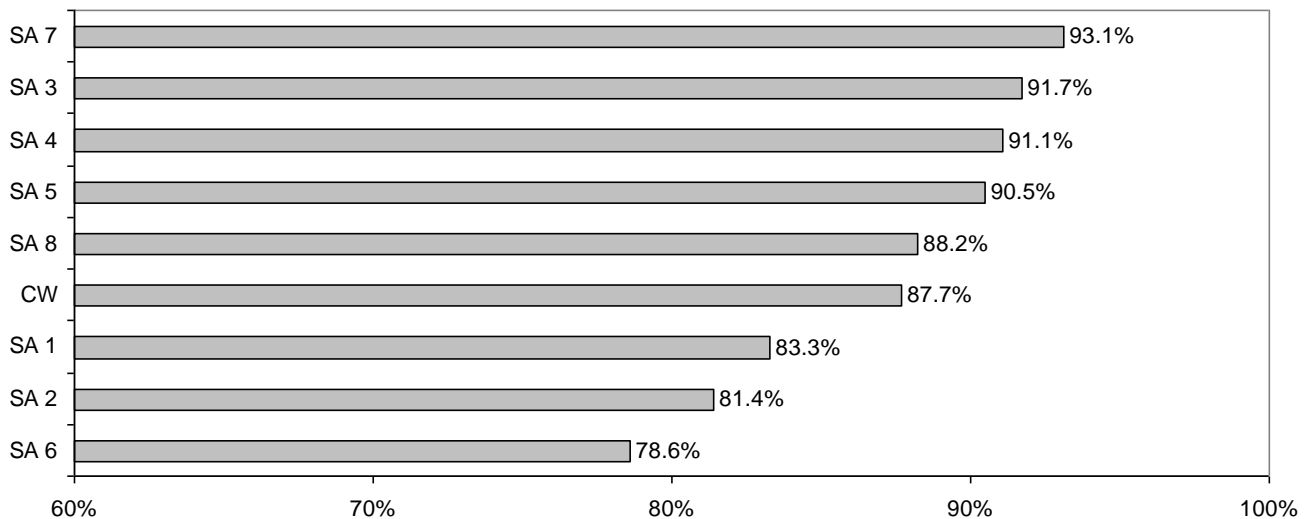


Figure 2.22 shows the percent of Older Adults who Agree or Strongly Agree with the Performance Outcome Measure, "Location of services was convenient for me". SA 7 had the highest percent at 93.1% and SA 6 had the lowest percent at 78.6%.

Figure 2.23 OLDER ADULT: Q2 "STAFF WERE WILLING TO SEE ME AS OFTEN AS I FELT NECESSARY"

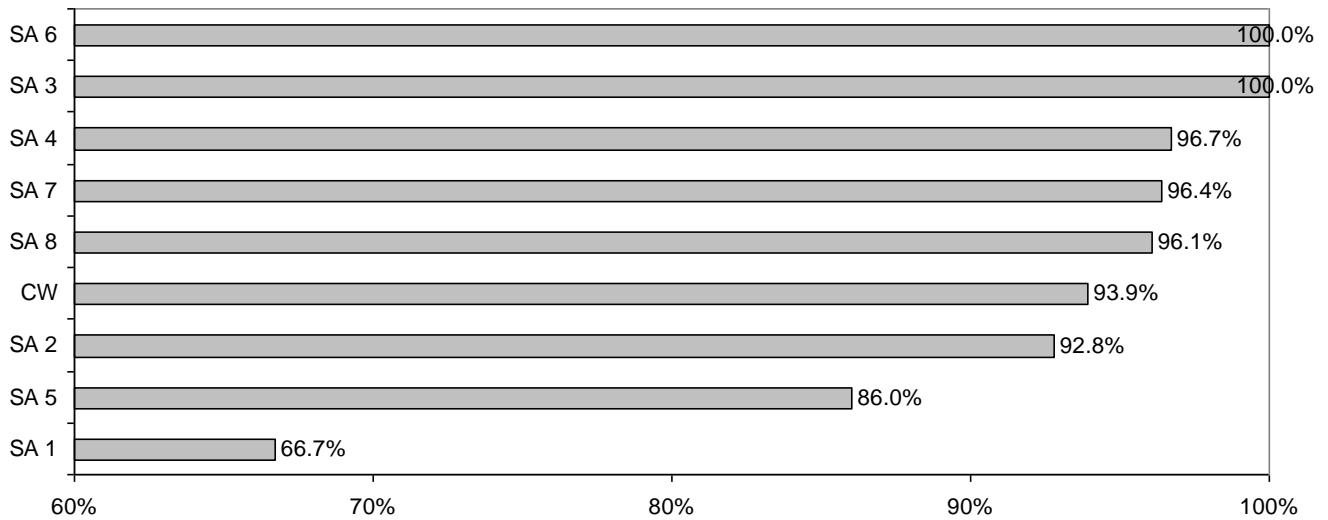


Figure 2.23 shows the percent of Older Adults who Agree or Strongly Agree with the Performance Outcome Measure. "Staff were willing to see me as often as I felt necessary". SA 6 and SA 3 had the highest percent at 100% and SA 1 had the lowest percent at 66.7%.

Figure 2.24 OLDER ADULT: Q3 "SERVICES WERE AVAILABLE AT TIMES THAT WERE GOOD FOR ME"

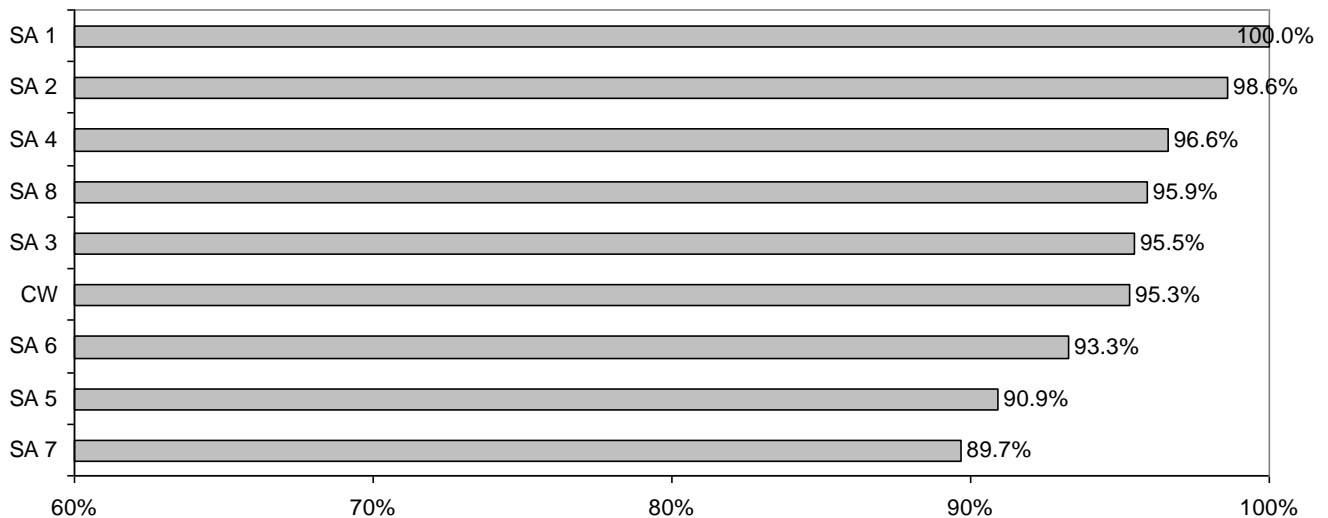


Figure 2.24 shows the percent of Older Adults who Agree or Strongly Agree with the Performance Outcome Measure "Services were available at times that were good for me": SA 1 had the highest percent at 100% and SA 7 had the lowest percent at 89.7%.

Figure 2.25 OLDER ADULT: Q4 "STAFF WERE SENSITIVE TO MY CULTURAL BACKGROUND"

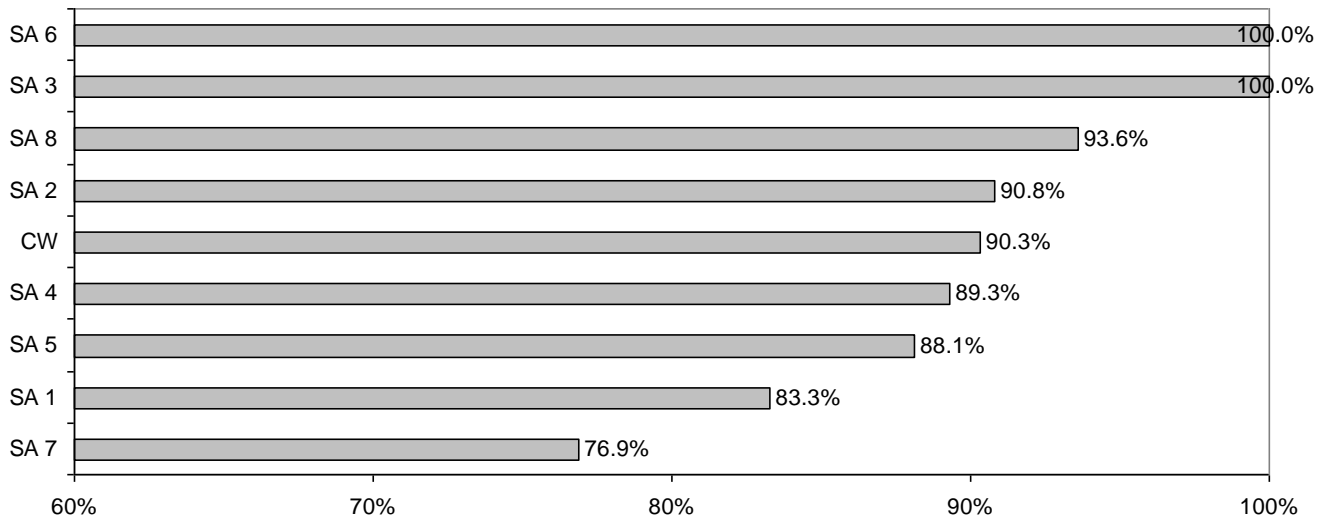


Figure 2.25 shows the percent of Older Adults who Agree or Strongly Agree with the Performance Outcome Measure "Staff were sensitive to my cultural background." SA 6 and SA 3 had the highest percent at 100% and SA 7 had the lowest percent at 76.9%.

Figure 2.26 OLDER ADULT: Q5 "I DEAL MORE EFFECTIVELY WITH DAILY PROBLEMS"

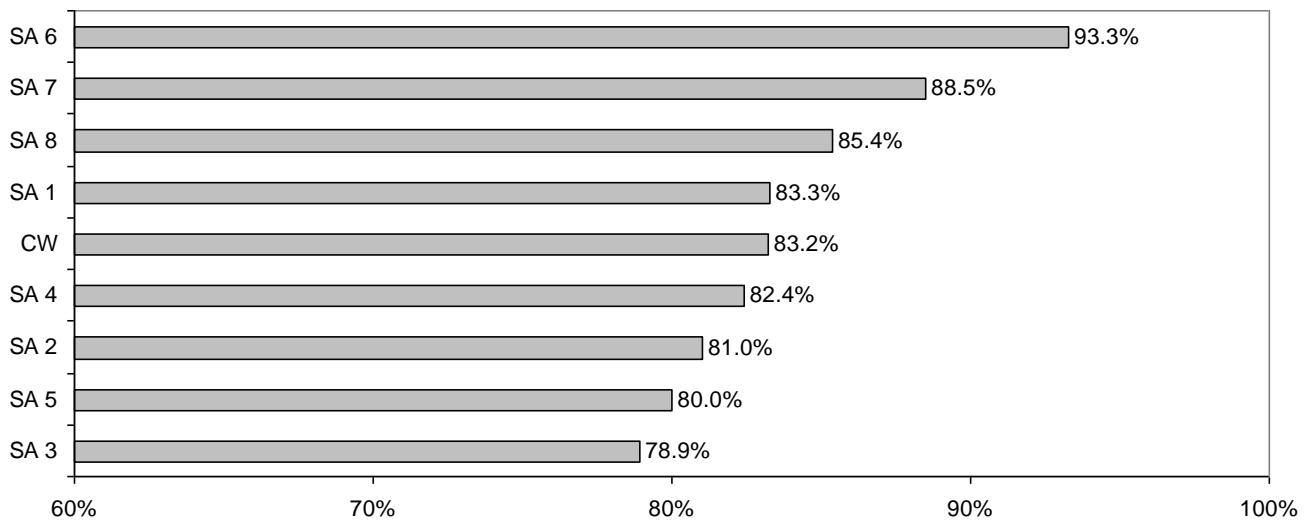


Figure 2.26 shows the percent of Older Adults who Agree or Strongly Agree with the Performance Outcome Measure "I deal more effectively with daily problems". SA 6 had the highest percent at 93.3% and SA 3 had the lowest percent at 78.9%.

Figure 2.27 OLDER ADULT: Q6 "I DO BETTER IN SCHOOL AND/OR WORK"

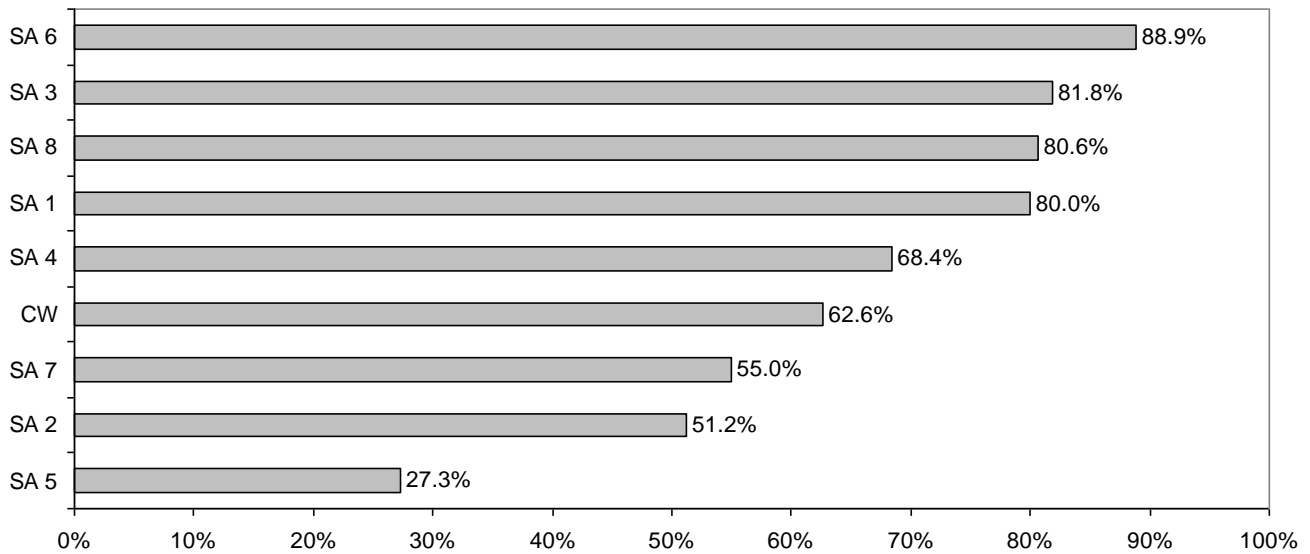


Figure 2.27 shows the percent of Older Adult who Agree or Strongly Agree with the Performance Outcome Measure “I do better in school and/or work”. SA 6 had the highest percent at 88.9% and. SA 5 had the lowest percent at 27.3%.

Figure 2.28 OLDER ADULT: Q7 "MY SYMPTOMS ARE NOT BOTHERING ME AS MUCH"

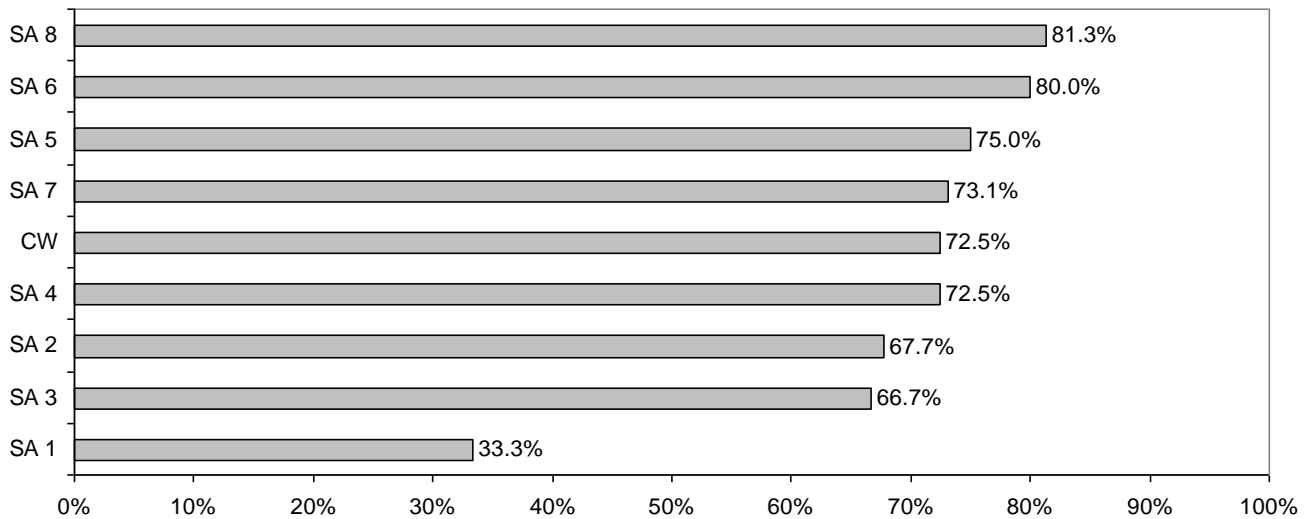


Figure 2.28 shows the percent of Older Adults who Agree or Strongly Agree to the Performance Outcome Measure “My symptoms are not bothering me as much.” SA 8 had the highest percent at 81.3%, and SA 1 had the lowest percent at 33.3%.